I S B
CLIENT REFERENCE
GUIDE

Prepared By:

Management Information Systems Office
Information Systems Branch

MAY 1990

INFORMATION SYSTEMS BRANCH
CLIENT REFERENCE GUIDE

Prepared by: Management Information
System Office

STATEMENT OF PURPOSE OF THE CSB CLIENT REFERENCE GUIDE

The purpose of this guide is to provide clients of the Computer Systems Branch (CSB) with information concerning the services and facilities offered by CSB, and describes how to gain access to those services and facilities.

The Table of Contents, on the next page, provides an outline of the sections and topics covered in this manual.

Useful information on the Computer Systems Branch's **role, mandate, organization and services** can be found in the first two chapters.

Chapter three provides a complete description of "Client Accounting" and may be of interest to those already using or planning to use CSB services or the mainframe computer. This chapter provides detailed information on the procedures and forms to be completed, as well as facts on Accounting Reports, the CTS Price List and CSB Rates.

Although much of this manual refers to mainframe related issues, it has recently been revised to include a chapter on "Acquisition of Computer Equipment" which deals primarily with the acquisition of microcomputers.

TABLE OF CONTENTS

TABLE OF CONTENT

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1. TABLE OF CONTENTS FOR CHAPTER 1

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2. MTO DATA PROCESSING POLICIES

This Ministry has chosen to conduct its data processing business by
setting up a flow through account (cost centre 090-1232-00,
administered by the Computer Systems Branch) out of which all
services relative to data processing shall be purchased and
captured.   Recovery of amounts equal to expenditures is made from
client cost centres resulting in a zero account balance in cost
centre 090-1232-00 at the fiscal year end.   Charges are captured and
categorized according to Management Board definitions as follows:

Operations   - Manual (Human Resources - Data Entry, Plotting)
              - Equipment (Rental, Leasing, Maintenance and Purchase)
              - Communications (Data Links, i.e. Coaxial Cable, Cable
                               Networks)
              - Computer Services (Data Centre Computing, Production
                                  and Storage Charges)

Development   - Maintenance - Manual (Human Resources)
              - Maintenance - Computer Services (Associated Data,
                             Centre Charges)
              - New Development and Enhancements - Manual (Human
                             Resources)
              - New Development and Enhancements - Computer Services
                             (Associated Data Centre Charges)
              - Computer Training Courses

Data processing budgets and billing charges are broken down as above.

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3. CSB ROLE

MANDATE   Within MTO, the Computer Systems Branch has the following
                       mandate:

                       - To ensure
                         . The availability of electronic data processing and
                           related systems development services.
                         . The availability of current expertise and economic
                           effectiveness of existing application programs to new
                           software and hardware.

                       - To monitor the Ministry's overall data processing budget.

                       - To recommend Ministry policy with respect to data
                         processing or information technology issues.

ROLE   In order to carry out this mandate CSB performs a number of
                       functions, and provides services to clients, in the
                       following areas:

                       - Developing, issuing, monitoring and reviewing policies
                         and operating procedures relating to the development and
                         application of data processing systems.

                       - Developing or participating in the development of systems
                         applications on an as requested and cost recovery basis.

                       - Providing technical and feasibility advice on the use of
                         data processing equipment and application software.

                       - Assisting in the acquisition of data processing
                         equipment.

                       - Recommending optimization of inter-divisional and/or
                         inter ministerial data processing and related systems to
                         users.

                       - Reviewing and upgrading existing programs and storage
                         methods administered by the Branch, if cost effective.

                       - Summarizing, preparing and monitoring overall budgets for
                         data processing requirements and expenditures, in
                         consultation with users.

                       - Participating in the Ministry's multi year planning
                         process, with respect to electronic data processing and
                         related systems applications.

   Note: The foregoing is a modified summary of the CSB Role and Mandate
           statements dating back to December 1977; the CSB Role and Mandate
           is under review.

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4. CLIENT RESPONSIBILITIES

INTRODUCTION

Any client may call CSB Managers for an informal discussion
if it appears that a review of a manual process or possible
introduction of automated procedures would improve
productivity.

If the preliminary discussion reveals automation
possibilities, the client may submit a formal request for a
feasibility study. At this point the client must have, or
make special arrangements for, a data processing budget to
cover some CSB expenses.

Once the evaluation is completed, the client may approve
same, thereby signalling the go ahead for work to begin and
indicating the budget funds are then available and
committed to the project.

RESPONSIBILITY
OF CLIENT

Future plans:
  - Long range plan for systems development.
  - Approval of the plan by management.
  - Securing data processing budget funds for development.

Existing Computer Systems:
  - Securing a computer budget for operation, maintenance
    and improvement.
  - Data security through file protection and backup.
  - System documentation.
  - Optimization of manual/computer procedures to maximize
    benefits.

Within a Systems Development Project:
  - Sponsor the project.
  - Set goals and requirements.
  - Participate in project review.
  - Provide expert advice on local application of process
    and procedures.
  - Accept the final product.
  - Operate and maintain the system, or contract this to
    CSB, if desired.
  - Provide user training and documentation.

The client is normally comprised of:
  - A Sponsor
  - Users - A community of end users of the system.

The development project is made up of the following stages:

Stage 1 - Feasibility Study.
    1.1 - Project Proposal and Plan.
    1.2 - User Requirements.
    1.3 - System Definition.
    1.4 - Feasibility Study.

Stage 2 - System Development.
    2.1 - Preliminary Systems Design.
    2.2 - Detail Design.
    2.3 - Program Design.
    2.4 - Programming/Program Testing.
    2.5 - Acceptance and Implementation.

Stage 3 - Systems Operation and Maintenance.
    3.1 - System/Program Maintenance.
    3.2 - Post Implementation Evaluation.

Client approval is required for continuation from one stage
to the next in a project. The success of a project depends
upon the involvement of both the client and CSB, as well as
close control of project costs, schedules and quality.

In all the above activities CSB will assist the client, on
request, to accomplish their objectives.

IMPORTANT: The securing of adequate data processing budget funds is,
however, solely the responsibility of the client. CSB is
to be kept informed as to the budget status and the client
should always ensure that information on budget provided to
CSB is exactly the same as that requested and approved
through the Ministry estimates and allocations process
(TC's).

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1. TABLE OF CONTENTS

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2. ORGANIZATION

The Computer Systems Branch is made up of six offices, each
headed by its own Manager (see organization chart on page
2.5).

2.1   Client Support Office (CSO)

Production Services:

. Providing automated drafting services (this service
  will be discontinued by Nov. 1988).
. Hardware support to computer equipment, mainframe
  terminal systems and microcomputers.

Client Support Services:

. Client Support Centre (use of hardware and software).
. Microcomputer support for end user software.
. Mainframe computer support for end user software
  products.
. Client consultation on end user software selection,
  training, documentation or end user systems
  development.
. Mainframe support for access to data.

2.2   Planning and Technical Support Office (PTSO)

This office serves all programs and offices of the
Ministry. It provides technical support for the
Ministry's distributed processing equipment, mini and
microcomputers, and data communications networks, as
well as technical support for mainframe system changes
and conversion projects. It offers clients advice on
the feasibility, capability, and application of this
technology. As well, this office provides support for
corporate information technology planning and for other
corporate initiatives. This office develops and
recommends systems development standards, techniques,
and tools for both CSB and its clients.

2.3   <u>Data Base Administration Office (DBAO)</u>

This office provides maintenance and support services
for the IMS databases of vehicle registration and driver
licensing and control. The office has expanded its
support role to include all existing systems that use
mainframe database software. Its existing mandate
includes planning and implementation of a corporate
database environment, which will facilitate integration
of the traditional batch oriented data processing with
the more interactive, user oriented mode of information
processing.

Activities which support this mandate are:

. The provision of database design services to ensure
  systems effectiveness and operational efficiency.
. The provision of database environment technical
  planning that provides a prediction of database
  technology trends and management strategies to best
  utilize these trends.
. The provision of database environment change
  management as well as ongoing operational monitoring
  and support to ensure the continued reliability and
  availability of database services.
. The provision of database technical support to new
  systems development and/or major enhancement projects
  that use mainframe database management systems.

2.4   <u>Corporate Information Resource Planning Office (CIRPO)</u>

This office was established to provide support to the
Ministry's Chief Information Executive in the
development, implementation and coordination of
information technology strategic planning and
information resource management.
As such the offices mandate is :
. To ensure that the information assets of MTO are
  planned and administered as strategic, corporate
  resources, and
. To establish and maintain appropriate mechanisms,
  policies and processes to ensure that information
  technology is acquired, used and deployed consistent
  with identified business needs, information
  requirements and strategic directions and priorities
  of the Ministry of Transportation and the Ontario
  Government.

2.5   System Development Offices

                Coordination Function:

                . Identifying and defining client system needs.
                . Conducting or assisting in the conduct of feasibility
                  studies.
                . Developing or assisting in the development of system
                  specifications.
                . Advising clients on data processing development budget
                  matters and monitoring these budgets.
                . Working closely with the Planning and Technical
                  Support Office on the advance planning of major
                  systems and on the development and modification of the
                  multi year plan.

                Project Management Function:

                . Project scheduling and monitoring.
                . Assigning systems resources and monitoring work
                  performance.
                . Cost accounting.
                . Reporting.
                . Giving technical guidance.
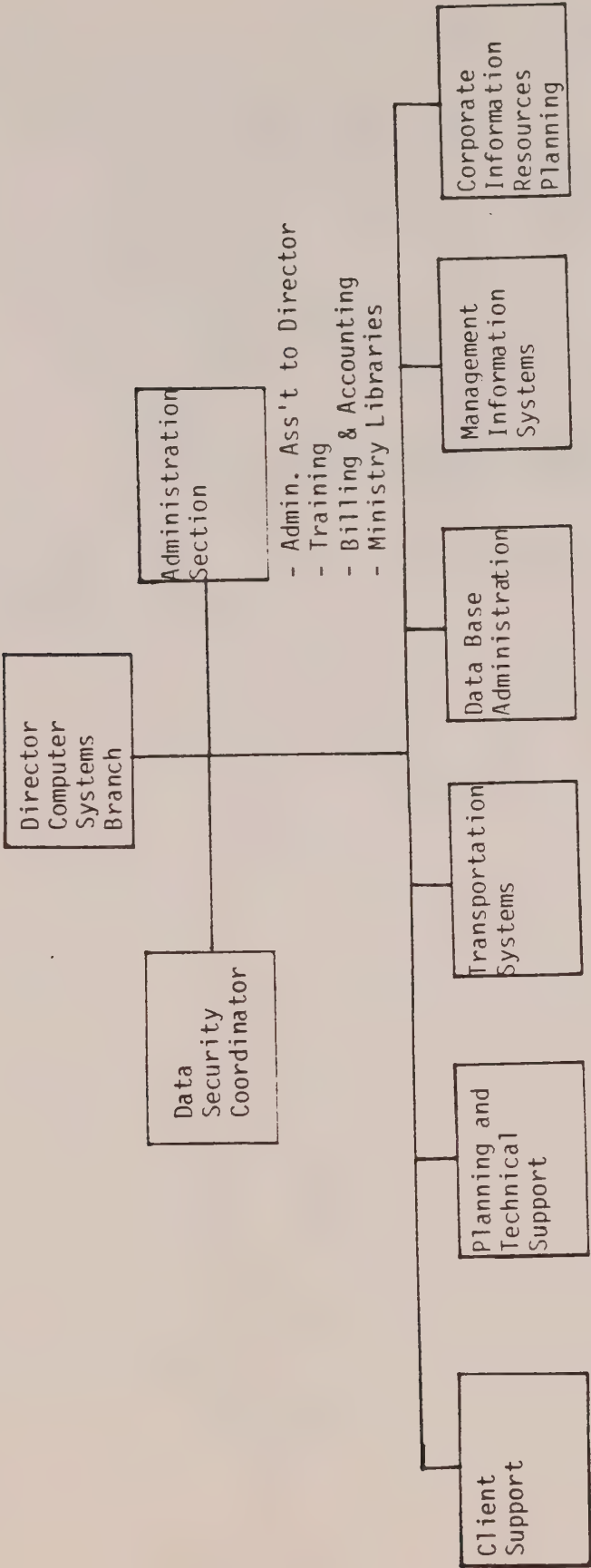
2.5.1   Transportation Systems Office (TSO)

                This office provides system development services to the
                engineering groups within MTO which include such civil
                engineering disciplines as Bridge Design, Soils,
                Mechanics, Engineering Materials, Hydraulics &
                Hydrology, Land Surveys, Highway Design and
                Construction, Transportation Planning, Traffic
                Characteristics, Traffic Accidents, Road & Structure
                Inventories, Municipal Transportation Support, and
                Research and Development.

2.5.2   Management Information Systems Office (MISO)

                This office provides systems coordination, consulting,
                maintenance and development services related to the
                management information needs of the Ministry. This
                includes all systems to support managerial,
                administrative and financial decision making. In
                addition, the office is responsible for provision of
                systems in the field of office productivity
                improvements. CSB's project management and billing and
                accounting systems are also maintained by MISO.

CSB ORGANIZATION

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                        ┌──────────────┐
                        │ Director     │
                        │ Computer     │
                        │ Systems      │
                        │ Branch       │
                        └──────┬───────┘
                               │
        ┌──────────────┐       │       ┌──────────────┐
        │ Data         │       │       │ Administration│
        │ Security     │───────┴───────│ Section      │
        │ Coordinator  │               └──────────────┘
        └──────────────┘                 - Admin. Ass't to Director
                                         - Training
                                         - Billing & Accounting
                                         - Ministry Libraries
   ┌──────────┬──────────────┬──────────────┬──────────────┬──────────────┐
┌────────┐ ┌──────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│ Client │ │ Planning │ │Transportation│ │ Data Base    │ │ Management   │ │ Corporate    │
│Support │ │ and      │ │ Systems      │ │ Administration│ │ Information  │ │ Information  │
│        │ │ Technical│ │              │ │              │ │ Systems      │ │ Resources    │
│        │ │ Support  │ │              │ │              │ │              │ │ Planning     │
└────────┘ └──────────┘ └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘
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3. SERVICES

CSB offers the following services to our clients:

- Equipment Services
  . Terminal acquisition support.
  . Rental and maintenance contract/agreement invoice
    handling.
  . Microcomputer resource and evaluation
    centre.
- Development Services
  . Feasibility and advisability studies.
  . New system development.
  . Computer project management.
  . Enhancement and maintenance of existing
    systems.
  . Acquisition, testing and production release
    of systems developed outside of MTC.
  . Documentation assistance and programming
    documentation.

For details on how to obtain these services, see Service
Request in Chapter 3.

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4. CONTACT LISTS

The following lists have been prepared to assist you with any
problems you might encounter.

CSB SERVICES

Executive Office	235-3933
Administration and Accounting	235-3934
Customer Billing and Costing	235-3934
Systems Security	235-4881
Systems Staff Training	235-3931
Client Services Office	235-4380
Manager	235-4381
Automated Plotting	235-4388
End User Staff Training	235-4384
Hardware Support	235-4386
Mainframe End-user Product Advice	235-4383
Microcomputer End-user Product Advice	235-4385
Planning and Technical Support Office	235-4399
Manager	235-4400
Distributed Processing	235-4400
Equipment Acquisition	235-4395
Microcomputer Resource and Evaluation	235-4395
Systems Development Support	235-4396
Systems Planning	235-4394
Technical Support	235-4400
Transportation Systems Office	235-4537
Manager	235-4538
Engineering Materials and Research	235-4541
Highway Engineering	235-4543
Structural Design	235-4540
Transportation Planning	235-4542
Management Information Systems Office	235-4376
Manager	235-4374
Administrative systems	235-4379
Financial Systems	235-4378
Operations Management System	235-4377
Project Management Support	235-4374
Data Base Administration Office	235-3939
Manager	235-3942
Database Environment Technical Planning	235-3944
Mainframe Database Design Services	235-3945
Mainframe Database Technical Services	235-3944
Operational Monitoring and Support	235-3946
Corporate Information Resource Planning Office	235-4104
Manager	235-4539

CSB SPECIALIZED SERVICES

		CSB Office	
Accounting Problems		Executive	235-3933
Systems Staff Training			235-3931
EASYTRIEVE		CSO	235-4383
End User Computer Training			235-4384
Equipment Acquisition - Microcomputers			235-4385
Micro Repairs			235-4386
S2K Software			235-4383
SPSS, SAS, IFPS, FOCUS			235-4383
Terminal Problems			235-4386
Word Processing			235-4384
Equipment Acquisition		PTSO	235-4399
Intelligent Terminals, Computer Network,			235-4393
Micro and Mainframe Productivity Software			235-4396
IMS - Carriers		DBAO	235-3945
IMS - Drivers			235-3945
IMS - Vehicles			235-3944
OMS		MISO	235-4376
PL1			235-4378
AVJ10 Data Bank		TSO	235-4542
CALCOMP Software			235-4543
FORTRAN			235-4543
ICES COGO			235-4543
Interactive Graphics			235-4543

MGS Services

Numerous services such as those listed below are available from MGS through the CTS Help Desk by telephoning 963 - 3900.

Batch Services
Computer Room Supervisor
Console Operator
Customer Service
Data Library
Input/Output
On line Services

Product Line Support

ADRSII (A Departmental Reporting System)
APL (A Programming Language)
DATAMGR (Datamanager)
DCF (Documentation Composition Facility)
DLF (Documentation Library Facility)
EASYTRIEVE
IFPS (Interactive Financial Planning System)
IMS (Information Management System)
LIBRARIAN (Data Storage tape/disk Utility)
OPTII/OPTIII (Optimizer II, Optimizer III)
PACII (Project Accounting & Control System)
RACF (Resource Access Control Facility)
SAS (Statistical Analysis System)
SCSS (Conversational SPSS)
SLAM (Selective Label and Mailing System)
SPSS (Statistical Package for the Social Sciences)
S2K (System 2000 Data Base)
TABLERTE (Tableroute)
TSO, TSO/SPF (Time Sharing Option)
UCC-TMS (University Computing Company - Tape Management Software)

CTS HELP DESK - Problem Reporting and Tracking

When a problem is reported to the CTS Help Desk that cannot be solved
immediately, the Help Desk analyst should enter the problem into the Problem
Management System (PMS) so that resources can be assigned for its resolution.

Each problem entered into PMS is assigned a unique "Ticket" number. In
addition, a priority is assigned based on how critical the problem is. These
priorities, in descending sequence are:

1. CRISIS Management - Reserved for CTS Management.
2. Service Outage - Service(s) unavailable.
3. Service Degradation - with/without bypass.
4. Telecommunication Problem - Voice and data.
5. Problem - No service outage/degradation.

Selected staff in CSB have read access to the PMS system. If a problem remains
unsolved for an unacceptable period of time, it can be escalated for faster
resolution. This escalation can be performed by contacting any of the
following:
CSB - PTSO - Mainframe Technical Support   235-4399
CTS Account Representative   235-4560

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1. TABLE OF CONTENTS

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2. PURPOSE OF CHAPTER

2.01 Overview

This chapter presents Ministry clients with the policies and procedures relating to the financial aspects of systems management.

2.02 Objectives

The objectives of this chapter are to provide:

- A policy statement and the procedures to be followed for the annual data processing estimating process.
- A policy statement and the procedures for clients to obtain services from CSB.
- A policy statement on cost recovery of CSB services to clients.

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3. BUDGETING

3.01 Overview

Each year starting in September, the Computer Systems
Branch prepares data processing estimates for the coming
fiscal year for the Ministry. These estimates cover the
provisions of systems development, maintenance and
operations services for client owned or sponsored computer
systems. In October, the Program Coordinators for major
Ministry activities provide a preliminary estimate of the
funding level required for their respective areas to meet
present requirements, plus any known new initiatives. Not
withstanding unknown initiatives for which additional
funding must be approved, programs will be expected to hold
to their proposed funding limit. It is therefore
imperative that Cost Centre Managers liaise with Program
Activity Coordinators to ensure their estimates are
commensurate with their program funding limits and adjust
accordingly.

The following March, the estimates are revised if
necessary, in view of the final budgetary allocations. The
revised estimates are then input as budgets into the CSB
Client Accounting System.

3.02 Policy

Each client cost centre manager must prepare a data
processing budget estimate sheet and have it approved by
their respective Program Coordinator in conjunction with
the overall MTO estimating process.

Short term additions to budgets or reallocation or
redistribution of budgets or to-date charges during a
fiscal year must be approved and submitted via Program
Coordinators. Revisions submitted directly to CSB from
Cost Centres or non authorized persons shall be directed to
the Program Coordinator responsible for approval.

3.03 Estimating Yearly Computer Requirements

PURPOSE: To secure a data processing budget for the next fiscal
                  year.

PROCESS:

Client   1. Receives notification and budget estimate forms from
                     CSB.
                  2. Prepares long range plan for all computer service needs,
                     with CSB assistance if necessary.
                  3. Completes budget estimates forms, see example attached.
                  4. Submits the preliminary budget estimates to CSB via
                     Program Coordinator.

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5. Obtains approval from Ministry Program Coordinator on data processing budget allocation.

6 Ensures data processing allocation is included in Ministry Estimates Package (TC) sent to Budgetary Planning and Control Office.

7. Sends a copy of the final budget allocation, if revised, to the CSB Office Supervisor via Program Coordinator.

8. Maintains a copy of all estimate submissions on file for reference.

Definition of terms - Budget Estimates Form

OPERATION
  - Data processing services required for an organization to carry out its day
  to day operations.

a) Manual   - Manual charges for CSB production and other operational
                       support services such as automatic plotting, equipment
                       acquisition and technical support.

b) Computer   - Charges for computer time and storage costs for
                       processing of production and related systems.
                       (Note: Storage costs for development data files are
                       included in this category).

c) Equipment   - Charges for equipment rental and maintenance, and
                       hardware or software purchases made by CSB on behalf of
                       a client.

d) Communications - Charges for telecommunications costs for the
                       transmission of data for computer processing purposes.
                       Includes costs for the use of modems, lines, network
                       services, port availability services, specialized
                       switching services, etc.

MAINTENANCE (Mainframe and Micro Systems)
  - Development work required to keep production systems operational.
  E.g.: correction of errors. policy changes, minor enhancements under
  $5,000.

a) Manual   - CSB manual charges for systems maintenance work.

b) Computer   - Charges for computer processing in aid of systems
                       maintenance work (excluding storage costs).

NEW DEVELOPMENT AND ENHANCEMENT (Mainframe and Micro Systems)
  - The portion of systems development which is not as dependent upon day to
  day operation as maintenance.
  - Generally related to user productivity improvement.
  - Includes enhancements to increase flexibility and/or reduce operating costs
  of existing systems.

a) Manual   - CSB manual costs for systems development work, such as
                       design, programming, testing, etc.

b) Computer   - Charges for mainframe computer processing in systems
                       development work (excluding storage costs).

DATA PROCESSING BUDGET ESTIMATES 1988/89
(in thousands $)

COST CENTRE NAME: PROPERTY MANAGEMENT, ADMIN. SUPPORT

COST CENTRE NUMBER: 9955

LOCATION CODE: 0609099550   TELEPHONE: 235-9999

SUBMISSION DATE: Nov. 30/88 PREPARED BY: J. DOE

PROGRAM CONTACT
INITIALS:
DATE:

SERVICE CATEGORY		BUDGET ESTIMATES	
1. OPERATION			
a) Manual		$ 7.0	
b) Computer		$ 88.5	
c) Equipment (i) Present	$ 1.0		
* (ii)Planned	$ 4.0		
Sub Total Equipment		$ 5.0	
d) Communications		$ 5.0	
Sub Total Operation (TC2, line 36)		$ 105.5	
2. MAINTENANCE			
a) Manual		$135.0	
b) Computer		$ 10.0	
***3. NEW DEVELOPMENT AND ENHANCEMENT**			
a)Manual		$ N/A	
b)Computer		$ N/A	
Sub Total Development and Maintenance (TC2 line 37)		$ 145.0	
GRAND TOTAL BUDGET		$ 250.5	

*Detailed Explanations

Item 1c)(ii) Equipment - Planned (Additions/Upgrades)
(list new equipment in order of decreasing priority)

		$
(1)	MICROCOMPUTER (TRS 80)	2.0
(2)	SOFTWARE PKGS. FOR MICRO (LOTUS 123 & DBASE II)	1.0
(1)	PRINTER	1.0
	Item 1c) (ii) Total	$ 4.0

Item 3 - New Development and Enhancement
(list projects in order of decreasing priority)

Project Title	Manual	Computer
	$	$
N/A	N/A	N/A
Item 3 Total	$ -θ-	$ -θ-

If additional space is required for detail information use the back of this form.

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4. COST RECOVERY

4.01 Overview   CSB represents the Ministry as one client to the Downsview
                   Computing Centre, i.e. it receives an invoice from MGS for
                   all computer and equipment charges incurred by MTO for the
                   month.   In turn CSB operates under a cost recovery
                   environment. All services are charged back to the clients
                   through monthly invoices using an automated accounting
                   system.

                   Reports are produced for the Financial Branch containing
                   details of CSB charges and recoveries for the month.   These
                   reports assist the Ministry in monitoring data processing
                   expenditures by Client Cost Centres.

4.02 Policy   All data processing costs incurred by CSB on behalf of
                   Client Offices will be charged back to those clients.

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5. SERVICE REQUESTED

5.01 Overview   There are two general categories of service provided to
                    clients of the Computer Services Branch.

                    1. Systems Development and Support Service, (Mainframe &
                       Micro)

                       This service is available only to Ministry Cost
                       Centres. It includes all activities related to systems
                       development, such as feasibility studies, analysis,
                       design, programming, testing, implementation and
                       maintenance of applications systems. It also includes
                       Technical Support Services for equipment acquisition,
                       consultation, etc. Any computer processing required to
                       support these services will be charged back to the
                       client.

                    2. Direct Client Operations

                       This category includes the services required for the
                       client to use Ministry computer systems, directly,
                       without CSB assistance. Computer processing required
                       will be charged back to the client.

Note: When a client uses a Ministry computer system directly,
                    without CSB help, arrangements for a Computer Service
                    Account must still be made through CSB. It also allows CSB
                    to monitor DP expenditures for clients and the Ministry.

                    For any client's information processing services which are
                    required for the operation or improvement of a client
                    application, the client is requested to provide this
                    information so that all costs associated with an
                    application can be captured and reported to client
                    management in a meaningful way.

5.02 Policy   The Computer Systems Branch provides computer systems
                    development and operational support, including advise on
                    equipment acquisition, along with other related services to
                    Ministry Cost Centres.

                    Operational support service is also available to other
                    governmental agencies and consulting companies working on
                    government projects and requiring the use of Ministry
                    computer systems.

                    Clients will be billed for services, according to the CSB
                    service rates as shown in Appendix B.

5.03 Requesting CSB Service

PURPOSE: To obtain information processing services from the Computer
                   Systems Branch.

PROCESS:

Client   1. Gets approval of Cost Centre Manager, for work.
                   2. Obtains a Work Request form, ADM-F-901, 4-part from CSB,
                      and completes the Work Request. See special
                      instructions and examples attached.
                   3. Retains last copy of Request on file.
                   4. Forwards balance of form plus attachments (if necessary)
                      to the Office Supervisor, Computer Systems Branch.

                   (A) For Systems Development and Support Services

CSB   Will contact the Client for detailed evaluation and
                         estimate of the work requested. Work related to the
                         evaluation will be charged to this Work Request.

                         Based on a written or verbal request from the Cost
                         Centre Manager, work may start immediately and prior
                         to the completion and formal approval of the detailed
                         evaluation (form ADM-F-903).

                         When the evaluation is completed 2 copies of form
                         ADM-F-903, plus all other Evaluation documents, are
                         sent to the Client for review and approval.

Client   Reviews and approves (or declines) the Evaluation and
                         returns the original form ADM-F-903 to the CSB
                         Development Office.

                   (B) For Direct Client Operation

CSB   A copy of the processed Work Request, showing the
                         W.R.# = YY-KLMN is returned to the Client.

                         If access to the CTS mainframe is required the
                         following additional information will be shown:
                            . The CTS Computer Centre (Downsview or Q.P.) that
                              may be used.
                            . The CTS Computer Account, TCID-YYKL-MN, where
                              TCID is the ID of the Cost Centre.
                            . The USERID's that are allowed to access the
                              above Computer Account.

Client   Work done by or for the Client will be charged against
                         the Work Request.

                         If any modifications are required (such as adding or
                         deleting USERID), send to CSB a photocopy of the Work
                         Request form, plus any other documents, as described
                         in the subsequent sections of this manual.

FORMS: ADM-F-901 Work Request (a.k.a. PC180)
                   ADM-F-903 Work Request Evaluation/Approval (a.k.a. PC900)

Completion of ADM-F-901 - Work Request

ENTRIES:

(1) CLIENT   - This is an optional entry. All Work Requests with
    REFERENCE   identical references will be grouped together and
                      totalled on the invoice.
                    - A combination of up to 12 characters that you want to
                      identify the request on your monthly invoice.
                    - It can be used to distinguish between different
                      functions or sections in your Cost Centre or it can be
                      used to identify major projects.

(2) REQUEST OR   - This should be a brief description of the work requested
    PROJECT TITLE   or the name of the client's project. A maximum of 30
                      characters is allowed.
                    - This description will also appear on the invoice.

                    Note: If you are unsure how to word the above to
                            accomplish chosen report groupings, call CSB Office
                            Administrator for assistance.

(3) SYSTEM TITLE/   - If you require work to be done on an existing system,
    SYSTEM NUMBER   enter the system title and number here. This
                      information is used to assist CSB to group the work
                      under a particular client application.
                    - If not, leave it blank.

(4) REQUEST FOR   - This section is divided into 2 separate areas
                      . Systems Development and Support Services
                      . Direct Client Operation.
                    - Check only one box in the area which applies to your
                      request, see examples attached.

            (A) SYSTEMS DEVELOPMENT AND SUPPORT SERVICES

                    . New Development - To be checked if you require CSB
                      staff to assist you in the design and implementation
                      of the new system.

                    . Enhancement - To be checked if you require CSB to
                      improve an existing system, and it will require more
                      than one person month of work.

                    . Maintenance and Minor Enhancement - To be checked if
                      you require CSB help in maintaining an existing
                      system, or to improve an existing system which should
                      take one person month or less to complete.

. Business Analysis/Evaluation - To be checked if you
  require CSB staff to do an analysis or evaluation of
  an existing operation or function with a view towards
  automation.

. Technical Support/Consultation/Equipment Acquisition
  Support - To be checked if you require CSB staff to
  assist you in any technical area, or want to consult
  with CSB on a particular subject, or if you intend to
  obtain computer equipment and need CSB help in the
  process.

. Other - Check this box, if you require any other
  service. Provide details in the space below and/or
  attachments.

  NOTE If you are not sure which box to check, leave it
  blank, or consult your CSB contact person.

(B) DIRECT CLIENT OPERATION

. This area is to be used when you will be running a
  mainframe system yourself. You will need a computer
  account to do this.

. Check the box marked New Computer Account (If it is a
  revision read section 5.04 further down).

. Identify the computer centre where the account is to
  be established, i.e. DCC for Downsview Computing
  Centre, or QP for Queen's Park Computing Centre.

. Enter any existing USERIDs for this account. Indicate
  this in the Work Description area.

(5) WORK   - Provide a brief description of the work to be carried
    DESCRIPTION   out
                    . For Systems Development Services describe the
                      problems, requirements, existing procedures/systems to
                      be replaced, technical support required, etc. (attach
                      additional documents if necessary).

                    .. For Direct Client Operation describe the existing
                    : system the account will be used for. Also indicate in
                       this area, if you require new USERIDs. Finally enter
                       the bin number, where you normally pick up output at
                       the Computing Centre.

(6) APPROVED BY   - This must be the signature and title of an authorized
                      Officer (usually Cost Centre Manager) and/or alternates.

WORK REQUEST (PC 180)

Ministry of Transportation Ontario

TO:
MINISTRY OF TRANSPORTATION
COMPUTER SYSTEMS BRANCH,
1201 WILSON AVE., DOWNSVIEW, ONT.
M3M 1J8

Date: 1987 07 06

CSB USE ONLY	
WORK REQUEST NO.	878194
CLIENT I.D	TCMS
APPLIC. I.D	OM
REQUEST TYPE	DE
CSB OFFICE I.D.	MIS

DIVISION, REGION or BRANCH FINANCIAL PLANNING AND ADMINISTRATION

OFFICE FINANCIAL SYSTEMS OFFICE

COST CENTRE NUMBER 0609041160

CONTACT A.A. Hawkins

TELEPHONE 235-4240

• CLIENT REFERENCE (OPTIONAL) OMS (maximum 12 characters)

*THIS INFORMATION WILL APPEAR ON YOUR MONTHLY INVOICE

• REQUEST OR PROJECT TITLE OMS NEW DB IMPLEMENTATION (maximum 30 characters)

SYSTEM TITLE OPERATIONS MANAGEMENT SYSTEM   **SYSTEM NO** 290

REQUEST FOR:

CSB SYSTEMS DEVELOPMENT & SUPPORT SERVICES

CHECK ONE BOX ONLY (Use Additional Forms For Multiple Requests)

1. ☐ NEW DEVELOPMENT
2. ☐ BUSINESS ANALYSIS / EVALUATION
3. ☒ ENHANCEMENT (Over 1 Person-Month)
4. ☐ TECHNICAL SUPPORT / CONSULTATION OR , EQUIPMENT ACQUISITION SUPPORT
5. ☐ MAINTENANCE & MINOR ENHANCEMENT
6. ☐ OTHER (Describe below)

DIRECT CLIENT OPERATION

7. ☐ NEW COMPUTER ACCOUNT
9. ☐ EXISTING USERIDS AUTHORIZED TO USE ACCOUNT

COMPUTER CENTRE   DCC ☐   QP ☐

MODIFICATION ONLY

8. ☐ CHANGES TO USERIDS AUTHORIZED TO USE ACCOUNT

ADD / DELETE
ADD / DELETE
ADD / DELETE
ADD / DELETE

WORK DESCRIPTION (Attach Additional Information if Required)

CSB CONTACT (If request was discussed with CSB) F.K. Chu

This Work Request covers the implementation and parallel run support for the implementation of the OMS system (new accounting database organization). It also covers the modifications identified in the previous implementation testing.

DESIRED COMPLETION DATE 87-12-31

APPROVED BY _(signature)_

MAXIMUM COST PERMITTED (Optional)

TITLE _(signature)_ OMS Project Manager

ADM-F-901 86-02

Transportation and Communications

DATE 1987 07 09

REQUEST NO.	REVISION NO.
87 8194	

PROJECT I.D.	REQUEST OR PROJECT TITLE
	OMS New DB Implementation

APPLICATION I.D.	SYSTEM TITLE
OM	Operations Management System

PROJECT PHASE COVERED BY THIS EVALUATION

☐ FEASIBILITY STUDY ☐ PROGRAM DEVELOPMENT
☐ PRELIMINARY DESIGN ☒ IMPLEMENTATION
☐ DETAIL DESIGN ☐ OTHER _____

REVIEWED BY _G. Stoddart Acting_

TITLE N.J. Varmazis-Manager-MIS Office

EVALUATION DETAILS (Attach Additional Sheets if Necessary)

This work request covers the computer services, production files clean-up, program modifications and support activities to implement the new version of the Operations Management System. This is a major implementation because the OMS Accounting Database has been re-designed. Significant conversion and data base reorganization effort is required. Testing of the conversion/implementation had been carried out in a separate work request last year. A number of areas have been identified where program changes are required to optimize the implementation effort and future operation of the new system.

The activities required for the project are summarized in the next page. The following is a summary of the resource requirements.

Activity	Manual (hrs)	Computer ($)
Program modifications and preparation	300	3,000
Production data conversion		10,000
Parallel run		12,000
Support activities for above	150	
	450 hr	
Total	$14,500	$25,000

TOTAL ESTIMATES	MAN HOURS	HUMAN RESOURCE COST	COMPUTER COST	OTHER CSB COST	TOTAL CSB COST	USER COST
	450	$14,500	$25,000		$39,500	

ESTIMATE FOR CURRENT WORK UNDER THIS REQUEST:	TOTAL CSB COST	SCHED. COMP. DATE
ORIGINAL ESTIMATE	$39,500	
PREVIOUS APPROVAL		
SPENT TO M / D		
ESTIMATE TO COMPLETE		
CURRENT TOTAL ESTIMATE	$39,500	87-12-31

CLIENT APPROVAL

☒ ACCEPTED DATE _July 14/87_

☐ DECLINED

BY _____

TITLE _OMS Project Manager_

AUTHORIZED BY _N.J. Varmazis_
OFFICE MANAGER, COMPUTER SYSTEMS BRANCH

DATE 87-07-17

DM-F-903 86-01

PC 900

WORK REQUEST   (PC 180)

Ministry of Transportation
Ontario

TO:
MINISTRY OF TRANSPORTATION
COMPUTER SYSTEMS BRANCH,
1201 WILSON AVE., DOWNSVIEW, ONT.
M3M 1J8

Date **1988-05-05**

CSB USE ONLY	
WORK REQUEST NO	**8 8 8 9 9 9**
CLIENT I.D.	**A B C D**
APPLIC. I.D.	**X Y**
REQUEST TYPE	**O P**
CSB OFFICE I.D.	**T S O**

DIVISION, REGION or BRANCH __**Traffic Manipulation**__

OFFICE __**Operations**__   COST CENTRE NUMBER __**12345**__

CONTACT __**J. Smith**__   TELEPHONE __**235-9999**__

* CLIENT REFERENCE (OPTIONAL)   [**TRAF-MAN**]   (maximum 12 characters)   *THIS INFORMATION WILL APPEAR ON YOUR MONTHLY INVOICE

* REQUEST OR PROJECT TITLE   **Production Runs**   (maximum 30 characters)

SYSTEM TITLE __**Traffic Accidents**__   SYSTEM NO __**041**__

REQUEST FOR
CSB SYSTEMS DEVELOPMENT & SUPPORT SERVICES

CHECK ONE BOX ONLY (Use Additional Forms For Multiple Requests)

1. ☐ NEW DEVELOPMENT
2. ☐ BUSINESS ANALYSIS / EVALUATION
3. ☐ ENHANCEMENT (Over 1 Person-Month)
4. ☐ TECHNICAL SUPPORT / CONSULTATION OR, EQUIPMENT ACQUISITION SUPPORT
5. ☐ MAINTENANCE & MINOR ENHANCEMENT
6. ☐ OTHER (Describe below)

DIRECT CLIENT OPERATION

7. ☒ NEW COMPUTER ACCOUNT   COMPUTER CENTRE ☐ DCC   ☒ QP
9. ☒ EXISTING USER IDS AUTHORIZED TO USE ACCOUNT

T C T R A B	T C T R E F
T C T R C D	

MODIFICATION ONLY

8. ☐ CHANGES TO USER IDS AUTHORIZED TO USE ACCOUNT

ADD / DELETE | | ADD / DELETE | |
ADD / DELETE | | ADD / DELETE | |

WORK DESCRIPTION (Attach Additional Information if Required)

CSB CONTACT (If request was discussed with CSB) __**R. Proctor**__

. Computer Account requested for running production Jobs by our own staff

. A new User ID is also to be established TCTRKM for this account

DESIRED COMPLETION DATE __**89-03-31**__

APPROVED BY __J. Smith__

MAXIMUM COST PERMITTED (Optional) _____

TITLE __Director T. M. B.__

ADM-F-901 88-02

5.04 MODIFYING A COMPUTER ACCOUNT

PURPOSE: To make changes to an existing computer account or to
                    delete the entire account. This is used only for direct
                    client operation accounts.

POLICY: Clients may add to, or delete from, the list of USERID's
                    authorized to charge computer costs to an existing computer
                    account (TCID-YYKL-MN).

PROCESS:

Client   1. Determines modification required to account.
                    2. Enters modifications (preferably in coloured ink) on a
                       photocopy of the appropriate (and completed) Work
                       Request. Checks the box "Revised Computer Account".
                       Cross out the entries under "New Computer Account", in
                       order to prevent confusion.

                    3. Forwards to CSB the above photocopy, attached to a
                       speedy memo, or an Action Slip, with an authorized
                       signature. Urgent requests could be mailed directly to
                       the RACF Administrator at CSB.

FOLLOW UP   4. Receives from CSB the ADM-F-901, showing that the
                       requested
ACTION: modifications have been implemented.

                    5. Uses new information on any future work for that
                       computer account.

FORMS: ADM-F-901 - Work Request (photocopy)

TO:

MINISTRY OF TRANSPORTATION
COMPUTER SYSTEMS BRANCH,
1201 WILSON AVE., DOWNSVIEW, ONT.
M3M 1J8   Date 1988 - 05 - 05

	CSB USE ONLY
WORK REQUEST NO.	8,8,8,9,9,9
CLIENT I.D.	A,B,C,D
APPLIC. I.D.	X,Y
REQUEST TYPE	O,P
CSB OFFICE I.D.	T,S,O

DIVISION, REGION or BRANCH   _Traffic Manipulation_

OFFICE   _Operations_   COST CENTRE NUMBER _12345_

CONTACT   _J. Smith_   TELEPHONE _235-9999_

* CLIENT REFERENCE (OPTIONAL) | TRAF-MAN | *THIS INFORMATION WILL APPEAR ON YOUR MONTHLY INVOICE
(maximum 12 characters)

* REQUEST OR PROJECT TITLE | Production   Runs |
(maximum 30 characters)

SYSTEM TITLE _Traffic Accidents_   SYSTEM NO _041_

REQUEST FOR:
CSB SYSTEMS DEVELOPMENT & SUPPORT SERVICES

CHECK ONE BOX ONLY (Use Additional Forms For Multiple Requests)

1. ☐ NEW DEVELOPMENT   2 ☐ BUSINESS ANALYSIS / EVALUATION

3. ☐ ENHANCEMENT (Over 1 Person-Month)   4. ☐ TECHNICAL SUPPORT / CONSULTATION OR , EQUIPMENT ACQUISITION SUPPORT

5. ☐ MAINTENANCE & MINOR ENHANCEMENT 6. ☐ OTHER (Describe below)

DIRECT CLIENT OPERATION

7. ☒ NEW COMPUTER ACCOUNT   9. ☒ EXISTING USERIDS AUTHORIZED TO USE ACCOUNT | T,C,T,R,A,B | | T,C,T,R,E,F |
COMPUTER CENTRE   ☐ DCC   ☒ QP | T,C,T,R,C,D | | |

MODIFICATION ONLY

8. ☐ CHANGES TO USERIDS AUTHORIZED TO USE ACCOUNT   ADD DELETE | T,C,T,R,L,N | ADD DELETE | T,C,T,R,C,D |
ADD DELETE | T,C,T,R,P,P | ADD DELETE | |

WORK DESCRIPTION (Attach Additional Information if Required   CSB CONTACT (If request was discussed with CSB)

Please add & delete the USERID's
shown above

DESIRED COMPLETION DATE _____   APPROVED BY _J Smith_

MAXIMUM COST PERMITTED (Optional) _____   TITLE _____

ADM-F-90: 88-02

5.05 Requesting Credit from Computing Centre for Computer Services

PURPOSE: To request a credit for computer costs, when an error
                      occurs through no fault of the client.

POLICY: Clients are reimbursed for expenses due to an error which
                      is not their fault. Non Ministry clients are also
                      reimbursed for expenses due to a program failure. Claims
                      for credit will not be accepted, unless the amount
                      requested is clearly shown.

PROCESS:

Client   1. Client prepares a Credit Request, MGS1233 original and 2
                         copies.
                      2. Forwards MGS1233 to MGS, Downsview Computing Centre.

                      Note: For batch jobs, you must include JCL printout for
                              verification of claim. If printout is not
                              available, a claim may still be submitted, but only
                              obvious cases will be approved.

                              For TSO jobs, you must give the USERID, date, time
                              and details if messages and responses.

FOLLOW UP ACTION:

Client   3. Receives original of MGS1233 back from MGS CTSD
                         after processing and
                      4. Files credit request.
                      5. Checks next monthly billing invoice, if claim is
                         approved, to ensure that the credit has been included.

FORMS: MGS1233 - Credit Request.

Completion of MGS1233 - Credit Request

ENTRIES:

1. COMPUTER CENTRE   Check the appropriate box.

2. CLIENT NAME, ETC.   3. REQUEST DATE   4. PHONE NUMBER

5. REQUEST AMOUNT   Actual amount of credit requested, if known.

6. REASONS   Brief explanation of reason for credit request.

7. COMPLETED BY   Signature of person making request.

8. ACCOUNT NUMBER   Computer Account No., TCID - YYKL - MN, as shown on the
                     Work Request form (PC180).

9. DATE COMPLETED   10. AMOUNT   11. COMMENTS

12. JOB NAME   Batch Job Name or USERID.

Credit Request

Ministry of Government Services — Ontario

Computer and Telecommunication Services Division

(1) ☐ QPCC   ☐ KRCC   ☐ DCC

Client Name (2)

Ministry

Branch

Address

Request Date (3)   y y m m d d

Phone Number (4)

Request Amount (5) | | | | | | | • |

Reasons: (6)

Completed by (7)

Reviewed by:

APPROVED
DENIED

Marketing Manager's Approval   Marketing Director's Approval   Executive Director's Approval

Account Number (8)   Sub Account Number   Credit Code
1   5   21   23   25

DC (9)   Date Completed   y m m d   Client Reference No.   Amount (10) | | | | | • | |
27 28   34   39

Not Used (11)   Comments and/or description
48   52

Job Name/User ID or JES Number) (12)   Client Rep's Initials
                                        79

MGS 1233 (3/84)

5.06 Requesting Credit for Overcharges on Invoices

PURPOSE: To request a credit for overcharges on client's monthly
                        invoice, other than computer charges from Downsview
                        Computing Centre.

PROCESS:

Client   1. Prepares an Adjustment Request form ADM-F-931, 3 part.
                        2. Forwards first and second parts of Request to CSB
                           Administration Office.

FOLLOW UP ACTION:

Client   3. Receives second part of Request back, from CSB.
                        4. Files Request.
                        5. Checks next monthly invoices, if claim is approved, to
                           ensure that credit has been included.

FORMS: ADM-F-931 - CSB Adjustment Request.

Completion of ADM-F-931 - Adjustment Request

ENTRIES:

1. CLIENT NAME   - Your office name and address.
   AND ADDRESS

2. CLIENT I.D.   - Enter your Client I.D., as shown on the Work Request.

3. COST CENTRE   - Your office cost centre number as shown on invoice.
   NUMBER

4. PHONE NUMBER

5. REQUEST AMOUNT   - Total amount of credit requested.

6. WORK REQUEST NO.   - Enter W.R.No. of the client Work Request to be credited.

7. REASONS   - Enter a clear description of the reason you want a
                         credit.

8. RECOMMENDED BY   - Must be signature of Authorized Officer (usually Cost
                         Centre Manager) and/or alternate.

ADJUSTMENT REQUEST
COMPUTER SYSTEMS BRANCH

Ministry of
Transportation and
Communications
Ontario

DATE _____

TO: CSB ADMINISTRATIVE OFFICE,
SECOND FLOOR, WEST TOWER
DOWNSVIEW, ONTARIO

CLIENT NAME ①

CLIENT I.D. (If known) ②

ADDRESS

COST CENTRE NUMBER ③

PHONE NUMBER ④

☐ DEBIT
☐ CREDIT

WORK REQUEST NO. ⑥

REQUEST
AMOUNT ⑤

REASON: ⑦

RECOMMENDED
BY ⑧

DENIED: _____

AMOUNT APPROVED

CSB USE ONLY
REVIEWED
BY _____

CSB COMMENTS:

ADM-F-931 84-10

DESIGNATIONS: White- CSR Copy, Canary- Confirmation Copy, Pink- Office Copy

---

6. CLIENT BILLING AND ACCOUNTING SYSTEM

6.01 Overview   The Client Billing and Accounting System, developed and
                     used by CSB, allows the Branch to keep track of users of
                     data processing services offered by CSB. The system also
                     records the costs incurred by these services.

                     Clients submit work requests for services offered by CSB.
                     If after CSB evaluation, the work is approved by the
                     client, then CSB provides or arranges for the desired
                     services.

                     Computer processing and related services are provided by
                     outside agencies, primarily the Downsview and Queen's Park
                     Computing Centres.

                     Equipment rentals, maintenance contracts and purchases are
                     negotiated by CSB for clients. These costs are paid by CSB
                     and recovered from the clients through the Accounting
                     System.

                     Systems Development and Production Support Services,
                     provided by CSB staff, are charged back to the clients
                     based on the current CSB service rate schedule as shown in
                     Appendix B.

                     The time spent by CSB staff on a client's work is reported
                     to the Accounting System along with CTS computer charges,
                     invoices from suppliers, equipment charges and other manual
                     adjustments prepared by the CSB Administrative Office.

                     The Accounting System generates invoices and branch
                     transfers for Ministry clients. Reports from the system
                     include details of client usage, various summary reports
                     and management reports, as well as reports for the
                     Financial Branch, to process branch transfers and invoices
                     for external clients.

6.02 Policy   CSB provides data processing services to clients upon
                     request, and recovers costs incurred from the clients,
                     through the Client Billing and Accounting System.

6.03 Accounting Reports

Each month ISB prepares and distributes various accounting reports to
Client Offices.

At present the following reports are available:

REPORT 1,   Client Service Charges,
REPORT 2,   Data Processing Expenditure Summary (Client)
REPORT 3A-3L   Detailed Transaction Reports

In addition to the above standard reports, the Client Billing and
Accounting System can provide client or Ministry management with many
management reports to assist their monitoring of DP expenditures.   For
example, detail monthly or annual expenditure reports for each Work
Request, or each client/Ministry Application can be generated.

ADDENDUM (89 03 25) (On-line Report Generation)

With the advent of Computer Terminals and PC's at the Client's location it is
now possible for the various Cost Centres to submit their jobs to the Computer
and receive the Reports at their terminals. In the interest of economy and
efficiency it has been decided to provide an on-line facility, which will allow
Users to generate the various Accounting Reports.

Three on-line procedures have been developed viz:

        ISBRPRT 1 :   to generate the "Client Service Charges", Report #1
        ISBRPRT 2 :   to generate the "DP Expenditure Summary", Report #2
        ISBRPRT 3 :   to generate the Detail DP charges, Reports 3A to 3L

The ISB Accounting System is run around the 10th of each month to capture the
previous months charges and update all files involved. So, if you run the
above procedures around the 12th of August, you will get the July Reports.
But, if you run the procedure on the 10th of August, it is likely to obtain the
June Reports.

The files for the latest month's data are available on line until they are
replaced by the data for the following month. The files for the last 12 months
are saved on magnetic tapes, which are **not** available for on-line access.   If
anyone wishes to obtain copies of Reports for past months, he has to request
them from ISB Administration at 235-3934.(This could be very expensive and the
User should be prepared to pay the cost).

The three on-line procedures and the Reports generated are described in the
following pages.

PROCEDURE ISBRPRT1, ISB ACCOUNTING REPORT #1, OPERATING INSTRUCTIONS

Logon to the Queen's Park Computer Centre
At the **TSO/READY** enter ISBRPRT1. Screen #1 will be displayed, providing
general information, as shown below:

SCREEN #1

THE PURPOSE OF THIS PROCEDURE IS TO GENERATE A COPY OF THE "CLIENT
SERVICE CHARGES" REPORT #1 FOR YOUR COST CENTRE ON YOUR FILE.   ON   THE
SECOND SCREEN THE COMPUTER WILL ASK YOU TO ENTER YOUR CLIENT ID AND THE
NAME OF THE DATASET WHERE YOUR REPORT WILL BE STORED. THIS NAME WILL BE
IN THE FORM **TCXX.myreprt**, WHERE myreprt IS THE NAME OF YOUR CHOICE.

YOU CAN LATER VIEW THE REPORT ON THE SCREEN OR PRINT IT ON YOUR LOCAL
PRINTER, USING ISPF OR SOME OTHER UTILITY, AS SHOWN BELOW FOR THE PRINTER
WITH TERMINAL ID = U528

                    WELCOME TO TSO
                    READY
                    PRINTOFF myreprt DEST(U528)

                         PRESS ENTER/RETURN TO CONTINUE

SCREEN #2

                    ISB REPORT 1 EXTRACTOR

CLIENT ID ===>.TCxx (FOUR CHARACTER ID)

        COST CENTRE   :   0609017220
        BRANCH NAME   :   OPERATIONAL DEVELOPMENT SUPPORT

        ENTER THE DESTINATION DATA SET NAME FOR THE REPORT (AND PRESS ENTER)

                ===> **TXCC.myreprt**

        IS THE ABOVE INFORMATION CORRECT (Y/N) ? y

                    PRESS ENTER/RETURN TO EXTRACT REPORT
                        PRESS END TO CANCEL & EXIT

NOTE:

The Operating Instructions for procedure **ISBRPRT2**, (to obtain Report #2)
are identical to the above. Just enter **ISBRPRT2** after the **READY**.

REPORT 1B - CLIENT SERVICE CHARGES

This report, generated every month, provides a list of all client service charges by Work Request No and client reference. In addition to the Client identification (Cost Centre No., etc) the following information is provided.

Part 1:   Charges by Work Request.

W.R.#/TYPE - Work Request No and Type. There are two types of Work Requests:
            . Development/Maintenance, D or M
            . Operation, O

CLIENT REFERENCE   -Reference to a specific Client's project. Subtotals will be shown for client reference.

DESCRIPTION   -Work Request description, as specified on the Work Request.

TSO   -Computer charges for TSO usage.

BATCH   -Computer charges for batch usage.

IMS & OTHER   -Computer charges for IMS and other services

TOTAL   -Total of the above computer charges.

ISB HUM. RES   -Charges from manual tasks performed by ISB. e.g. systems development , plotting, etc.

TOTAL THIS PERIOD   -Total of computer and manual charges.

TOTAL Y-T-D   -Total charges to date in current F.Y. for this Work Request.

PART 2:   Summary of Charges

              -This area shows a total of all the charges, reported above, broken down into 2 categories: Development/ Maintenance and Operation.

OTHER CHARGES/   These are charges that are not related to specific
ADJUSTMENTS   work request, including manual adjustments and charges incurred by client on obsolete accounts.

STORAGE   Charges for disk and tape storage, shown for both Development and Operation.

EQUIPMENT   Charges for each class of equipment.

COMMUNICATIONS   Communications charges.

    Note: The charges for the last four headings cannot be related to a specific Work Request, and will be included in the service category of **Operation** in Report 2B.

CLIENT: TCFS   MINISTRY OF TRANSPORTATION   PAGE: 1
INFORMATION SYSTEMS BRANCH   DATE: 89/05/31
CUSTOMER SERVICE CHARGES, REPORT 1
PERIOD: 89/04/01 TO 89/04/30

COST CENTRE: 0609012030
FINANCIAL SYSTEMS OFFICE
6TH FLOOR, WEST TOWER

MR. J. TREBELCO, MANAGER

DETAIL CHARGES FOR WORK REQUESTS

W.R.#, CLIENT REF./ /W.R. DESCRIPTION	TSO	BATCH	IMS/ OTHER	TOTAL	ISB MANUAL	TOTAL THIS PERIOD	TOTAL Y T D
844956/O TSO ACCTS	352	405	0	757	0	757	756
TSO ACCT FOR A STEWARDSON							
844957/O TSO ACCTS	58	27	0	85	0	85	85
TSO ACCT FOR STUDENTS							
844958/O TSO ACCTS	175	225	0	400	0	400	400
TSO ACCT FOR A STEWARDSON							
TSO ACCTS SUBTOTAL	585	657	0	1242	0	1242	1,242
845361/O	29	34	0	63	0	63	63
SYSTEM DEMONSTRATION							
SUBTOTAL	29	34	0	63	0	63	63
878340/D EXPDETAILMOD	32	65	0	97	0	97	96
EXP DETAIL SYSTEM MODS							
EXPDETAILMOD SUBTOTAL	32	65	0	97	0	97	96
888539/M BUDGET FOCUS	67	146	0	213	0	213	212
BUDGET SYSTEM (FOCUS)							
BUDGET FOCUS SUBTOTAL	67	146	0	213	0	213	212
888798/M EXPDETAILMOD	10	39	0	49	0	49	48
EXP DETAIL SYSTEM MODS 89							
EXPDETAILMOD SUBTOTAL	10	39	0	49	0	49	48
898867/M VENDOR CODE	1	0	0	1	0	1	1
VENDOR CODE SYSTEM							
VENDOR CODE SUBTOTAL	1	0	0	1	0	1	1
898869/M BUDGET FOCUS	179	22	0	201	2966	3167	3,166
BUDGET (FOCUS) 169 MAINT.							
BUDGET FOCUS SUBTOTAL	179	22	0	201	2966	3167	3,166

COST CENTRE: 0609012030
FINANCIAL SYSTEMS OFFICE
6TH FLOOR, WEST TOWER

MR. J. TREBELCO, MANAGER

DETAIL CHARGES FOR WORK REQUESTS

W.R.#, CLIENT REF./ /W.R. DESCRIPTION	TSO	BATCH	IMS/ OTHER	TOTAL	ISB MANUAL	TOTAL THIS PERIOD	TOTAL Y T D
898877/M CL PAY	312	466	0	778	4900	5678	5,678
CLASS-PAYROLL 279 MTCE.89-90							
CL PAY SUBTOTAL	312	466	0	778	4900	5678	5,678
898951/M	0	0	0	0	1860	1860	1,860
SUPPORT STAFF FOR APPS							
SUBTOTAL	0	0	0	0	1860	1860	1,860
TOTAL	1217	1429	0	2646	9978	12624	12,624

```
CLIENT: TCFS            MINISTRY OF TRANSPORTATION          PAGE:  3
                       INFORMATION SYSTEMS BRANCH      DATE: 89/05/31
                    CUSTOMER SERVICE CHARGES, REPORT 1
                       PERIOD: 89/04/01 TO 89/04/30

COST CENTRE: 0609012030
            FINANCIAL SYSTEMS OFFICE
            6TH FLOOR, WEST TOWER

            MR. J. TREBELCO, MANAGER
```

SUMMARY OF CHARGES

	COMPUTER SERVICES					TOTAL THIS PERIOD	TOTAL Y T D
	TSO	BATCH	IMS/ OTHER	TOTAL	ISB MANUAL		
TOTALS FOR WORK REQ.							
- DEVELOPMENT	32	65	0	97	0	97	96
- MAINTENANCE	571	673	0	1244	9978	11222	11,221
- OPERATION	614	691	0	1306	0	1306	1,305
OTHER CHARGES/ADJUST.	0	0	0	0	0	0	0

```
STORAGE: DISK - DEVELOPMENT      155
              - OPERATION        124
         TAPE - DEVELOPMENT        0
              - OPERATION         41
                                              320        320

EQUIPMENT - RENTAL                 0
          - PURCHASE               0
          - MAINTENANCE          684
          - SOFTWARE               0
          - OTHER                  0
                                              684        684

COMMUNICATIONS                   351
                                              351        351

TOTAL CHARGES                               13980     13,979

TOTAL YTD                13,979
```

PROCEDURE ISBRPRT2. ISB ACCOUNTING REPORT #2, OPERATING INSTRUCTIONS

The Operating Instructions are identical to procedure ISBRPRT1 (q.v.)

REPORT 2B - DATA PROCESSING EXPENDITURE SUMMARY

This report is a summary of the client' data processing expenditures by categories for a 6 month period.

The following information appears on Report 2B, (see attached sample):

CLIENT   Client identification code, Cost Centre No and Name

PART 1:   **Charges for the last 6 months plus YTD charges**

1. OPERATIONS Data processing services required for an organization to carry out its day to day operations.

1.1 HUMAN   Manual charges for ISB production and other operational support
   RESOURCES   services such as automatic plotting, equipment acquisition, and production support.

1.2 COMPUTER   Charges for computer time and storage costs for processing production related systems.
                   NOTE: Storage costs for development data files are included in this category.

1.3 EQUIPMENT Charges for equipment rental and maintenance and hardware or software purchases made by ISB on client's behalf.

1.4 COMMUNICA Charges for telecommunications costs for the transmission of the
   TIONS   data for somputer processing purposes. Includes cost for use of modems, lines, network, port availability services, specialized switching services, etc.

----

2.   SYSTEM DEVELOPMENT Development/Maintenance   work   required   to   keep
        AND MAINTENANCE   production systems   operational,   (eg.   Correction
                            of errors, policy changes, ect.), as well as for
                            new Systems Development.

2.1   HUMAN RESOURCES   ISB manual   cost   for   systems   development   and
                            maintenance   (mainframe,   mini,   or   micro)   such   as
                            design, programming, testing ect.

2.2   COMPUTERS   Changes   for   mainframe   computer   processing   in
                            systems   development   and   maintenance   work
                            (excluding storage cost).

2.3   TOTAL   Totals of all above expenditures.

Part 2:   Actual charges/Projections/Budget

                            The actual expenditures, projections and budget for all the
                            above   categories   are   printed   in   separate   columns   as
                            follows:

TOTAL PREV. YEAR   Total expenditures   for   previous   year   by   service
                            category.

YEAR TO DATE   Total Y-T-D by category.

THIS YEAR PROJECTED   Projected   year   expenditure   by   category   (based   on
                           linear extrapolation).

BUDGET THIS YEAR   Client budget by category.

RATIO   Ratio of the Projected Cost to the end of the
PROJECTED/BUDGET   Fiscal   year   divided   by   the   Budget   for   each
                           category.   A ratio > 1.00 is   a prediction of
                           overspending.   A value of 999.9 indicated that
                           the budget for this category is zero.

```
TCLC                    MINISTRY OF TRANSPORTATION              PAGE :   6
                        INFORMATION SYSTEMS BRANCH        RUN DATE : 89/04/28
                              REPORT 2B (NEW)
                     DP EXPENDITURE SUMMARY - MARCH 1989
```

CLIENT   : TCLC   COST CENTRE # : 0609032380
NAME   :V.R.S. NETWORK SUPPORT UNIT
ADDRESS :4TH FLOOR, WEST TOWER

MR. A. BENE, MANAGER

SERVICE CATEGORIES ($)	OCT 1988 ($)	NOV 1988 ($)	DEC 1988 ($)	JAN 1989 ($)	FEB 1989 ($)	MARCH 1989 ($)	YEAR TO DATE
OPERATIONS							
HUM.RES.	0	0	0	0	0	0	0
COMPUTER	1,489	2,452	1,743	2,692	2,446	1,554	22,495
EQUIPMNT	196,449	192,066	192,113	195,804	195,295	195,019	2,460,929
COMMUNCN	190,228	190,756	1,642	381,864	192,233	473,594	2,374,003
SYSTEMS DEV. & MAIN.							
HUM.RES.	3,531	7,029	4,389	8,481	10,014	7,485	81,123
COMPUTER	0	0	0	0	0	0	0
TOTAL	391,698	392,303	199,889	588,842	399,990	677,653	4,938,552
AMOUNT							
INVOICED	391,698	392,303	199,889	588,842	399,990	677,653	4,938,552

SERVICE CATEGORIES	TOTAL PRV. YEAR (K$)	YEAR TO DATE (K$)	THIS YEAR PROJECTED (K$)	BUDGET THIS YEAR (K$)	RATIO PROJECTED /BUDGET
OPERATIONS					
HUM.RES.	0.0	0.0	0.0	85.0	0.00
COMPUTER	20.9	22.4	22.4	65.0	0.34
EQUIPMNT	2,265.9	2,460.9	2,460.9	1,878.8	1.30
COMMUNCN	1,900.4	2,374.0	2,374.0	2,214.2	1.07
SYSTEMS DEV. & MAIN.					
HUM.RES.	73.6	81.1	81.1	0.0	999.99
COMPUTER	0.0	0.0	0.0	0.0	0.00
TOTAL	4,260.8	4,938.5	4,938.5	4,243.0	1.16

NOTE: HUM. RES. COSTS UP TO 89 03 31

REPORT 3A-3N, DETAIL D.P. TRANSACTION REPORTS

BACKGROUND -   The 14 ISB Accounting Reports (3A to 3N) are produced monthly
                   and mailed to all Cost Centres for the past 5 years.   In the
                   interest of efficiency and economy, it has been decided to
                   gradually transfer the generation of these reports to the Cost
                   Centres.   The Users at their local terminals will generate the
                   Reports, which can be printed either at the Downsview Computing
                   Centre, or they could be directed to the local screens or
                   printers.

IMPLEMENTATION-   An on-line procedure, ISBRPRT3, has been prepared to allow the
                   Users to request and receive these reports at their own
                   terminals and printers.

                   Data are being saved on tape for a period of 12 months.   If
                   anyone wishes to obtain Reports for previous months, he may do
                   so by modifying the JCL and indicating the proper Generation
                   dataset, or he may request these Reports by calling ISB at
                   235-3934.

BENEFITS-   It is believed that the new procedure will assist all Clients
                   in   identifying places where they can reduce their Data
                   Processing and Data Storage costs. Some of the benefits are
                   listed below:

                   Reduction in cost of Data Storage

                   By using the proper control parameters Clients can list the
                   (forgotten) files that have not been used for a period of time
                   (6 months, 12 months, 18 months ect), and which are most likely
                   obsolete. By using this facility the storage cost for a
                   particular cost centre was reduced by more than 50% (saving
                   $40,000 per year).

                   Elimination of unnecessary Reports

                   At present ISB generates and distributes all 13 Reports to more
                   than 100 Cost Centres. The cost of this operation is
                   approximately $1,000 per month for D.P. charges only, without
                   including the cost of separating and mailing the Reports. There
                   is no doubt, that some of the Reports are of very little use to
                   certain Cost Centres. With the new procedure Client can
                   generate only the Reports, which are useful to them.

PROCEDURE ISBRPRT3, ISB DETAIL ACCOUNTING REPORT OPERATING INSTRUCTIONS

        Logon to the Queen's Park Computer Centre.   At the **TSO/READY** enter
ISBRPRT3.   Screen #1 will be displayed, providing general information, as shown
below:

SCREEN #1

THE PURPOSE OF THIS PROCEDURE IS TO GENERATE DETAIL REPORTS FOR ALL ITEMIZED
DATA PROCESSING CHARGES DURING THE LAST MONTH.   THERE ARE 14 REPORTS (12 AT THE
MOMENT), 3A TO 3N, ONE FOR EACH TYPE OF CHARGES.

AS YOU WILL SEE ON THE NEXT SCREEN, WHEN TYPE IS EQUAL TO DISK OR TAPE YOU
WILL HAVE THE OPTION TO SET 2 ADDITIONAL PARAMETERS.   THESE PARAMETERS COULD BE
USEFUL FOR DELETING OBSOLETE DATASETS AND REDUCING YOUR MONTHLY COMPUTER
CHARGES.

<center>PRESS ENTER TO CONTINUE</center>

SCREEN #2

Screen #2, displayed below, requests the entry of control parameters. Although
the instructions are self explanatory, a more detailed description is given
further down.

CLIENT ID   ==== tcek (FOUR CHARACTER ID)
MINIMUM $ ==== 0000 ($$cc)
TYPE   ==== abcdefg (UP TO 7 LETTERS, NO SEPARATORS)

TYPE	REPORT	TYPE	REPORT	TYPE	REPORT
A	TSOD	F	DEBITS	K	HUMAN RESOURCES
B	BATCH	G	CREDITS	L	COMMUNICATION
C	SPOOL	H	IMS	M	E-MAIL
D	DISK	I	EQUIPMENT	N	DB2
E	TAPE	J	ADJUSTMENT		

(IF OPTIONS D OR E ARE SELECTED ENTER THE FOLLOWING)
LAST ACCESS DATE (YYMMDD) ===> 880229
SKIP DELETED RECORDS (Y/N)===> y

IS THE INFORMATION BELOW CORRECT (Y/N) ? y
            COST CENTRE : 0604042820
            BRANCH NAME : E.REG.(KINGSTON)-REG PLANNING 7 DESIGN

<center>PRESS ENTER/RETURN TO GENERATE REPORT
PRESS END TO CANCEL & EXIT</center>

SCREEN #3

     Screen #3, requests Instructions on whether the Report should be printed
at DCC, or saved on a Disk dataset for viewing and/or printing locally.

IF YOU WISH THE REPORT AT THE DOWNSVIEW PRINTER ENTER YOUR BIN # :

                    ENTER BIN NUMBER   ===> E2

                         OR

IF YOU WISH THE REPORT SAVED ON DISK FOR LOCAL VIEWING/PRINTER USING ISPF,
ENTER THE FILE DSNAME: (UP TO 7 FILES WILL BE CREATED NUMBERED FROM 1 TO 7.)

                    DATASET ===> TCED. DISKDET1

                    PRESS ENTER TO SUBMIT JOB
                    PRESS END TO ABORT REPORT

DESCRIPTION OF PARAMETERS

.   **MINIMUM $** = Cost of Transaction, e.g. MIN = 249

       Only those transactions with a value > $2.49 will be printed.
       Default value = 0.00

       This parameter could be useful to a Client, who would like to bypass the
       transactions with small charges and would like to concentrate his
       attention on the costly ones.

       The parameter can be used for all the Reports, but is most useful with
       the Batch, TSO and Disk Charges.

.   **LASTDATE = YYMMDD, DEFAULT = 999999**

       This parameter is useful, when one wishes to list only the datasets which
       have not been accessed since a particular date.

       IF LASTDATE = 871231, the Report will only show the Datasets which have
       not been accessed since the end of 1987 (and which are most likely
       obsolete).

.   **DELCODE** = Delete Code = Y or N

       If DELCODE = Y, Disk datasets, which have been **deleted**, will not be shown
       on the Report.

       If DELCODE = N, everything will be printed.

       Again this parameter is useful if one wishes to concentrate their effort
       on deleting obsolete datasets, for which he is still paying for.

'1

CONTROL PARAMETERS

CLID=TCCC TYPE=TSO MIN$= 4.99

16/05/89   REPORT 3A - TSO CHARGES FOR   APRIL   89   PAGE   3
                         MONTHLY TRANSACTIONS - DETAIL LISTING
                      COST CENTRE # - 0609017220 CLIENT - TCCC

W.R. NUMBER	USER ID	D A Y	TIME H/M	CPU $	SOFTW $	NETWORK $	OTHER $	SER ADJ $	TOTAL $
WR_ID TOTAL				211.58	148.08	137.64	32.46	122.17	651.93
845619	TCECGK	20	1111	2.21	1.55	.76	.31	1.26	6.09
USERID TOTAL				2.21	1.55	.76	.31	1.26	6.09
845619	TCEDDY	11	1326	3.41	2.39	1.23	1.10	2.26	10.39
845619	TCEDDY	21	1155	4.04	2.83	1.78	1.17	2.61	12.43
845619	TCEDDY	21	1410	2.06	1.44	.69	.46	1.26	5.91
845619	TCEDDY	24	1449	4.69	3.28	2.13	1.62	2.97	14.69
845619	TCEDDY	27	1135	8.15	5.70	2.41	2.08	5.12	23.46
845619	TCEDDY	27	1412	5.86	4.10	2.07	1.42	3.64	17.09
USERID TOTAL				28.21	19.74	10.31	7.85	17.86	83.97
845619	TCEGMN	03	1110	2.39	1.67	1.09	.45	1.42	7.02
845619	TCEGMN	25	0952	2.31	1.61	.81	.32	1.32	6.37
USERID TOTAL				4.70	3.28	1.90	.77	2.74	13.39
845619	TCLISL1	17	1357	1.87	1.31	1.41	.70	1.29	6.58
845619	TCLISL1	18	0848	1.66	1.16	.98	.58	1.12	5.50
USERID TOTAL				3.53	2.47	2.39	1.28	2.41	12.08
WR_ID TOTAL				38.65	27.04	15.36	10.21	24.27	115.53
857052	TCEHER	10	1616	2.16	1.52	3.06	1.52	1.84	10.10
857052	TCEHER	26	1446	2.09	1.46	1.94	1.55	1.82	8.86
857052	TCEHER	28	1005	2.28	1.60	3.39	3.17	2.71	13.15
USERID TOTAL				6.53	4.58	8.39	6.24	6.37	32.11
WR_ID TOTAL				6.53	4.58	8.39	6.24	6.37	32.11
867809	TCEGHR	03	1347	2.44	1.71	.97	.78	1.61	7.51
USERID TOTAL				2.44	1.71	.97	.78	1.61	7.51

'1

16/05/89   REPORT 3A - TSO CHARGES FOR   APRIL   89   PAGE   7
                         MONTHLY TRANSACTIONS - DETAIL LISTING
                      COST CENTRE # - 0609017220 CLIENT - TCCC

W.R. NUMBER	USER ID	D A Y	TIME H/M	CPU $	SOFTW $	NETWORK $	OTHER $	SER ADJ $	TOTAL $
888689	TCEDF1	25	1315	3.32	2.33	3.20	1.80	2.56	13.21
888689	TCEDF1	26	0942	2.26	1.58	1.50	1.19	1.73	8.26
888689	TCEDF1	26	1303	2.18	1.52	2.02	1.14	1.66	8.52
888689	TCEDF1	26	1433	2.62	1.83	1.03	.99	1.81	8.28
888689	TCEDF1	26	1536	22.84	15.99	3.15	3.13	12.99	58.10
888689	TCEDF1	27	0859	7.99	5.59	1.22	1.03	4.51	20.34
888689	TCEDF1	27	0921	10.89	7.62	4.17	3.49	7.19	33.36
888689	TCEDF1	27	1304	5.34	3.74	3.25	2.28	3.81	18.42
888689	TCEDF1	28	0935	3.68	2.57	2.71	2.37	3.03	14.36
888689	TCEDF1	28	1314	3.03	2.12	1.80	1.65	2.34	10.94
USERID TOTAL				202.06	141.41	99.80	88.90	144.50	676.67
WR_ID TOTAL				276.66	193.58	142.58	131.38	203.08	947.28
CLIENT TOTAL				873.88	611.62	491.85	352.37	604.64	2,934.36

CONTROL PARAMETERS

CLID=TCCC   TYPE=BAT   MIN$= 3.00

9/03/89   REPORT 3B – BATCH CHARGES FOR JANUARY   89   PAGE   1
                      MONTHLY TRANSACTIONS – DETAIL LISTING
                   COST CENTRE # – 0609012310 CLIENT – TCCC

WORK REQUEST	JOBNAME	RUN DATE	CPU PROC$	IO PROC$	PRINT COST	OPER MISC$	SERV ADJUS	NETWRK & OTHR	TOTAL
000000	FAM3MTC	0106	8	2	1	4	2-		13.38
JOBNAME TOTAL			8	2	1	4	2-		13.38
WR_ID TOTAL			8	2	1	4	2-		13.38
844786	ECA20MGS	0112	40			16			58.37
JOBNAME TOTAL			40			16			58.37
844786	ECA24WKY	0105			73				74.79
844786	ECA24WKY	0105	1			2			3.29
844786	ECA24WKY	0106	21		2				24.13
844786	ECA24WKY	0106	19			2			21.84
JOBNAME TOTAL			41		75	4			124.05
844786	ECA50UPT	0113	10	20		14			48.56
JOBNAME TOTAL			10	20		14			48.56
844786	ECA55ESY	0118			268				268.42
844786	ECA55ESY	0118			393				393.45
844786	ECA55ESY	0118	4	7		6			20.51
844786	ECA55ESY	0118	9	12		18			44.60
JOBNAME TOTAL			13	19	661	24			726.98
844786	ECA60INV	0124			11				11.18
JOBNAME TOTAL					11				11.18
844786	ECA70REP	0124			107				107.73
844786	ECA70REP	0124	24	16		2			43.42
JOBNAME TOTAL			24	16	107	2			151.15
844786	ECA79STR	0124				4			4.29
JOBNAME TOTAL						4			4.29
844786	ECA90BGT	0124			12				12.07
JOBNAME TOTAL					12				12.07
844786	TCCEDKR	0116			4				4.68
JOBNAME TOTAL					4				4.68
844786	TCCEDKT	0117			5				5.21
JOBNAME TOTAL					5				5.21
844786	TCCEDKU	0118			5				5.18
JOBNAME TOTAL					5				5.18
844786	TCCEDKV	0119			9				10.11
JOBNAME TOTAL					9				10.11
WR_ID TOTAL			128	55	889	64			1,161.83
888689	EASYCL1	0119		3					4.63
888689	EASYCL1	0119		3					4.63
888689	EASYCL1	0119		3					4.63
JOBNAME TOTAL				30	477				524.95
888689	TCEDF1CC	0125			3				3.61
888689	TCEDF1CC	0126			3				3.60
888689	TCEDF1CC	0126			4				4.94
JOBNAME TOTAL					10				12.15
WR_ID TOTAL				30	487				537.10
CLIENT TOTAL			389	439	2,237	364	35-	1	3,720.60

CONTROL PARAMETERS

P. 3.35

CLID=TCCC TYPE=DSK MIN$= .00   DELCODE=Y   LASTDATE=870331

13/04/89   REPORT 3D - DISK CHARGES FOR MARCH   89   PAGE   4
                       MONTHLY TRANSACTIONS - DETAIL LISTING
                     COST CENTRE # - 0609012310 CLIENT - TCCC

DATASET NAME	VOLUME	DATE CREATE	LAST ACCESS	DATE DEL	USE %	MEGA BYTES	AMOUNT
TCCC.DKCC.ADJUST.DATA	MIGRAT	871023	850206			0.0	.08
TCCC.DKCC.EQUIP.DATA	MIGRAT	871030	850206			0.1	.30
FIRST 10 CHAR DSN SUB TOTAL						0.1	.38
TCCC.ECACOUNT.CHARGES.FYR86.DAT	MIGRAT	871030	861210			0.0	.08
TCCC.ECACOUNT.CHARGES.NOV86.DAT	MIGRAT	871106	861125			0.2	.36
TCCC.ECACOUNT.LASTYR.SUMMARY.GO	MIGRAT	871106	850206			0.0	.08
TCCC.ECACOUNT.MCHARGES.NOV86.DA	MIGRAT	871106	861218			23.3	36.14
TCCC.ECACOUNT.MCHARGES.OCT86.DA	MIGRAT	871106	861210			22.6	35.03
TCCC.ECACOUNT.NONVRS.CHARGES.DE	MIGRAT	871023	870112			0.0	.08
TCCC.ECACOUNT.NONVRS.CHARGES.FE	MIGRAT	871023	870312			0.0	.08
TCCC.ECACOUNT.NONVRS.CHARGES.JA	MIGRAT	871030	870212			0.0	.08
TCCC.ECACOUNT.NONVRS.CHARGES.NO	MIGRAT	871106	870112			0.0	.08
TCCC.ECACOUNT.NONVRS.NOV86.DATA	MIGRAT	871106	861223			0.0	.08
TCCC.ECACOUNT.SORTED.CHARGES.MO	MIGRAT	871106	861208			3.6	5.58
TCCC.ECACOUNT.VCHARGES.NOV86.DA	MIGRAT	871030	861222			2.9	4.56
TCCC.ECACOUNT.VCHARGES.OCT86.DA	MIGRAT	871030	861218			3.0	4.78
TCCC.ECACOUNT.VRS.CHARGES.DEC86	MIGRAT	871106	870112			0.0	.08
TCCC.ECACOUNT.VRS.CHARGES.FEB87	MIGRAT	871106	870312			0.0	.08
TCCC.ECACOUNT.VRS.CHARGES.JAN87	MIGRAT	871106	870212			0.0	.08
TCCC.ECACOUNT.VRS.CHARGES.NOV86	MIGRAT	871023	870210			0.0	.08
TCCC.ECACOUNT.VRS.NOV86.DATA	MIGRAT	871023	861222			0.0	.08
TCCC.ECACOUNT.WRMAST.LOG1	MIGRAT	871106	841029			0.0	.08
FIRST 10 CHAR DSN SUB TOTAL						55.6	87.49
TCCC.SPMP.RY828384	MIGRAT	871030	860129			0.0	.08
FIRST 10 CHAR DSN SUB TOTAL						0.0	.08
TCCC.TCCEJC.ISPF.ISPPROF	MIGRAT	870226	870206			0.0	.05
FIRST 10 CHAR DSN SUB TOTAL						0.0	.05
TCCCVSAM.ECACOUNT.WRMAST.DATA	VSAM92	871017				0.7	1.11
TCCCVSAM.ECACOUNT.WRMAST.INDEX	VSAM92	871017				0.0	.08
FIRST 10 CHAR DSN SUB TOTAL						0.7	1.19
PREFIX TOTAL						56.4	89.19

13/04/89   REPORT 3D - DISK CHARGES FOR MARCH   89   PAGE   16
                       MONTHLY TRANSACTIONS - DETAIL LISTING
                     COST CENTRE # - 0609012310 CLIENT - TCCC

DATASET NAME	VOLUME	DATE CREATE	LAST ACCESS	DATE DEL	USE %	MEGA BYTES	AMOUNT
Z9999992.VSAMDSPC.T9F9704D.TD8F	STR019	881219				0.7	1.11
FIRST 10 CHAR DSN SUB TOTAL						0.7	1.11
PREFIX TOTAL						0.7	1.11
CLIENT TOTAL					100	88.7	150.75

CONTROL PARAMETERS

CLID=TCCC TYPE=DSK MIN$= .00   DELCODE=N   LASTDATE=999999

15/03/89   (REPORT 3D) - DISK CHARGES FOR FEBRUARY 89   PAGE   12
                  MONTHLY TRANSACTIONS - DETAIL LISTING
                 COST CENTRE # - 0609012310 CLIENT - TCCC

DATASET NAME	VOLUME	DATE CREATE	LAST ACCESS	DATE DEL	USE %	MEGA BYTES	AMOUNT
TCCC.MIS.LOAD	MTC084	850923	890224		99	27.0	37.84
TCCC.MIS.LOAD	STR096	850923	890227		93	29.1	40.80
TCCC.MIS.LOG	STR083	850214	890214		100	0.7	.75
TCCC.MIS.LOG	MIGRAT	881227	881201	0207		0.7	.25
FIRST 10 CHAR DSN SUB TOTAL					292	57.5	79.64
TCCC.MISEC.COPY	MTC084	850903	890224		96	1.4	2.00
TCCC.MISEC.COPY	STR098	850903	890227		71	2.1	2.43
FIRST 10 CHAR DSN SUB TOTAL					167	3.5	4.43
TCCC.MISUT.COPY	MTC084	860825	890224		63	1.4	2.00
TCCC.MISUT.COPY	STR010	860825	890224		63	1.4	2.00
FIRST 10 CHAR DSN SUB TOTAL					126	2.8	4.00
TCCC.MTC.DRIVER.TCRP	MIGRAT	871030	871009			1.7	2.40
FIRST 10 CHAR DSN SUB TOTAL						1.7	2.40
TCCC.MTC.TCRP	MIGRAT	871103	871009			0.2	.40
FIRST 10 CHAR DSN SUB TOTAL						0.2	.40
TCCC.MUNICIPL.COPY	STR094	851125	890227		77	2.1	3.00
TCCC.MUNICIPL.INCLUDE	STR090	851122	890111	0204	6	0.7	.14
TCCC.MUNICIPL.INCLUDE	MIGRAT	890204	890111			0.7	.89
TCCC.MUNICIPL.LOAD	STR096	851125	890227		78	5.6	7.96
TCCC.MUNICIPL.LOG	STR08B	851122	890223		100	0.3	.38
TCCC.MUNICIPL.LOG	STR090	851122	890111	0204	100	0.3	.07
TCCC.MUNICIPL.LOG	MIGRAT	890204	890111	0206		0.3	.05
FIRST 10 CHAR DSN SUB TOTAL					361	10.0	12.49
TCCC.PROCLIB	STR094	871022	890224		96	2.7	3.80
FIRST 10 CHAR DSN SUB TOTAL					96	2.7	3.80
TCCC.ROAD.COPY	MTC084	861218	890224		68	2.1	3.00
TCCC.ROAD.COPY	STR098	861218	890228		77	2.1	3.00
TCCC.ROAD.INCLUDE	STR09A	861017	890117		80	0.7	1.00
TCCC.ROAD.LOAD	STR092	861017	890227		66	9.2	12.96
TCCC.ROAD.LOG	STR09A	861017	890201		40	0.7	1.00
FIRST 10 CHAR DSN SUB TOTAL					331	14.8	20.96
TCCC.SAVE3350.ECACOUNT.PRDCHRG	MIGRAT	871023	870402			0.0	.08
FIRST 10 CHAR DSN SUB TOTAL						0.0	.08
TCCC.SPMP.RY828384	MIGRAT	871030	860129			0.0	.08
FIRST 10 CHAR DSN SUB TOTAL						0.0	.08

15/03/89   REPORT 3D - DISK CHARGES FOR FEBRUARY 89   PAGE   62
                  MONTHLY TRANSACTIONS - DETAIL LISTING
                 COST CENTRE # - 0609012310 CLIENT - TCCC

DATASET NAME	VOLUME	DATE CREATE	LAST ACCESS	DATE DEL	USE %	MEGA BYTES	AMOUNT
Z9999992.VSAMDSPC.T9F9704D.TD8F	STR019	881219				0.7	1.00
FIRST 10 CHAR DSN SUB TOTAL						0.7	1.00
PREFIX TOTAL						0.7	1.00
CLIENT TOTAL					11*	3124.3	3,865.99

CONTROL PARAMETERS

CLID=TCCC TYPE=TAP MIN$= .00   LASTDATE=880331

24/04/89   REPORT 3E - TAPE CHARGES FOR MARCH   89   PAGE   2
                       MONTHLY TRANSACTIONS - DETAIL LISTING
                    COST CENTRE # - 0609012310 CLIENT - TCCC

DSNAME	VOLUME	DATE CREATED	LAST ACCESS	EXPIRY DATE	TOTAL
TCCC.ECACOUNT.TRANSACT.G0040V00	008378	870812	870824	991231	3.10
TCCC.ECACOUNT.YEHIST.DETAIL.G0003V00	035640	860409	870505	991231	3.10
TCCC.ECACOUNT.YEHIST.DETAIL.G0004V00	008553	870410	870421	991231	3.10
TCCC.ECACOUNT.YEHIST.SUMMARY.G0003V0	016605	860410	870410	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0043V00	E11618	871123	871123	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0043V00	E52450	871123	871123	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0044V00	E23760	871215	871215	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0044V00	E40355	871216	871216	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0046V00	E48018	880209	880209	991231	3.10
TCCC.ECACOUNT.TRANMGS.G0035V00	018102	870710	870716	991231	3.10
TCCC.ECACOUNT.TRANMGS.G0036V00	024193	870811	870812	991231	3.10
TCCC.ECACOUNT.FEB.DETAIL	003691	850326	850326	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0004V00	007209	840910	850612	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0005V00	031894	841019	850611	991231	3.10
TCCC.ECACOUNT.TRANSACT.G0008V00	017205	841212	850906	991231	3.10
FIRST 10 CHAR DSN SUB TOTAL					193.75
TCCC.FCCCLIBN.TAPE	021965	850315	850315		3.10
FIRST 10 CHAR DSN SUB TOTAL					3.10
TCCC.MIS.LIBN.G0398V00	006243	870616	870626		3.10
TCCC.MIS.LIBN.G0399V00	008240	870626	870715		3.10
TCCC.MIS.LIBN.G0401V00	018101	870812	871014		3.10
FIRST 10 CHAR DSN SUB TOTAL					9.30

24/04/89   REPORT 3E - TAPE CHARGES FOR MARCH   89   PAGE   9
                       MONTHLY TRANSACTIONS - DETAIL LISTING
                    COST CENTRE # - 0609012310 CLIENT - TCCC

DSNAME	VOLUME	DATE CREATED	LAST ACCESS	EXPIRY DATE	TOTAL
TCEG.DECC.LIBN.G0001V00	014779	861015	861015		3.10
FIRST 10 CHAR DSN SUB TOTAL					3.10
TCEG.D2CC.CENTRAL	017023	871030	871030		3.10
TCEG.D2CC.LIBN.G0002V00	003026	870828	870909		3.10
TCEG.D2CC.LIBN.G0003V00	009054	870909	870909		3.10
TCEG.D2CC.OUTPUT	E16156	871027	871027	991231	3.10
FIRST 10 CHAR DSN SUB TOTAL					12.40
TCEH.ECCCDUP.DATA.G0006V00	022935	851002	851004		3.10
TCEH.ECCCDUP.DATA.G0007V00	010303	851004	851004		3.10
FIRST 10 CHAR DSN SUB TOTAL					6.20
TCEH.ECCCGENT.DATA.G0010V00	034300	851017	851018		3.10
TCEH.ECCCGENT.DATA.G0011V00	008355	851018	851025		3.10
FIRST 10 CHAR DSN SUB TOTAL					6.20
TCEH.ECCC.HISTLOG.DATA	011346	860811	860811	991231	3.10
TCEH.ECCC.MANUALS.G0007V00	005386	860516	861017		3.10
FIRST 10 CHAR DSN SUB TOTAL					6.20
TCT2.CONTPLNG.OSMISC.T870820A	015197	870820	870820		3.10
FIRST 10 CHAR DSN SUB TOTAL					3.10
TCT2.REM.OSMISC	043721	870915	870915	970915	4.65
FIRST 10 CHAR DSN SUB TOTAL					4.65
CLIENT TOTAL					1,012.15

Pages 3.38 to 3.40 are left blank.

APPENDIX A

DOWNSVIEW AND QUEEN'S PARK COMPUTING CENTRE SERVICE SCHEDULE

A copy of the CTS "Schedule of Charges" constitutes the next 2 pages. This
provides a complete description of CTS's current prices for data processing
services.

APPENDIX B

ISB SERVICE RATES SCHEDULES

A Table of the Hourly Rates charges (recovery) by ISB staff by level of
responsability (for the last 6 years) is included in Appendix B.

Ontario

Ministry of Government Services **Computer and Telecommunication Services**

CTS *PRICE LIST*

COMPUTER USAGE

1 3033 CPU minute	$4.50	(Equivalent to $13.95 per CPU Minute of 3090 model 200E)
1000 I/O's	$0.40	

ON-LINE FACTORS	% of computer usage charge	Applicable Time
1 Prime time	50% premium	7 a.m. to 7 p.m. weekdays
2 Non-prime time	At par	All other times

Private CICS regions subject to minimum on-line charges of $10,000 per month.

BATCH FACTORS	% of computer usage charge	Number of tape drives / Maximum queue time		
		None	1-2	3-8
1 Priority	50% premium	5 minutes	25 minutes	$1\frac{1}{2}$ hours
2 Standard	At par	25 minutes	$1\frac{1}{2}$ hours	6 hours
3 Economy	25% discount	8 hours	12 hours	16 hours
4 Weekend	50% discount	By weekend following submission		

Lower factor applied if maximum queue time exceeded

SOFTWARE	per CPU minute	Examples
1 Advanced	$8.00	IMS, CICS, TEO, DB2, S2K
2 Basic	$4.00	COBOL, TSO, IEBDUP, SORT, SAS, EASYTRIEVE

STORAGE

Disk - High capacity	$0.05	per megabyte day
- Low capacity	$0.08	per megabyte day
- Migrated	$0.04	per megabyte day
Tape - In library	$0.07	per tape day
- Outside library	$0.10	per tape day

READING & PRINTING

Local	$1.60 per 1000 cards/lines
Remote	By network usage ($1.20 per 100K characters)

Standard paper/cards supplied for local print/punch

TELECOMMUNICATION USAGE

Ontario Communication Network

Voice	No charge at present
Data	$1.20 per 100K characters
Long distance voice	By usage
Audio teleconference	$10 per line hour
Video teleconference	$100 per mileage band hour

SUPPORT SERVICES

Consulting service	$60 per hour
Operator service	$35 per hour
Operator intervention	$1.50 per mount, reply, etc.
Education courses	$175 per customer day, standard courses

NOTES

1. For supplies and equipment, please enquire.
2. Contingency and Facility Management services are also available. Please contact Customer Support for pricing.

NOTES

COMPUTER USAGE
1. I/O's are based on blocks except CICS (logical record count) and DB2 (logical page count). It is generally advantageous to maximize blocksize to minimize I/O charge.

ONLINE FACTORS
2. Online Service Factors depend on the time of the day and the day of the week on which an online transaction occurs. In the case of TSO log-on time determines the Service Factor.

BATCH FACTORS
3. A Service Factor for batch applications is coded on a JOB card with PRTY = 1, 2, 3, or 4. The absence of this parameter implies 2 (the standard service).
4. Any of the four service levels may be requested for batch jobs at any time. The day of the week of job submission does not affect the reduction percent. For example, a 'Weekend' job can be submitted on Monday.
5. Queue Time for batch jobs is the duration from submission to initiation. Maximum Queue Time is the queue time after which automatic charge reduction at the next lower service commitment will apply. There is no charge increase if service is equivalent to a higher service commitment.
6. Weekend starts at 00.01 hour Saturday and ends at 24.00 Sunday.
7. 'Number of Tape Drives' refers to the maximum number of tape drives required in any job step.
8. There is no queue time commitment for jobs requiring more than 8 tape drives or more than normal job class resource limits. Customers should schedule such jobs with CTS Operations.

SOFTWARE
9. Software charge applies in addition to Computer Usage where software is provided by CTS.
10. Chargeable software is identified by program or TSO command names. Customers should avoid these reserved words for their own software.

Please direct any questions to your Customer Support Representative.

Effective April 1, 1990

STORAGE
11. Disk storage charge is based on allocated, rather than used, space. It is therefore advantageous to minimize space allocated but not used.
    Committed full volumes will be charged based on an assumed 90% allocation. Usage reports and backups for committed volumes are available at additional cost.

READING AND PRINTING
12. Files in SPOOL for more than 3 days may be printed by CTS without notice.
13. Standard cards and paper are included with local print/punch. They are the usual IBM cards and plain (3800) or lined 1-part paper currently stocked by CTS computer centres.
14. The centres will store a reasonable amount of customers' non-standard cards/forms.

TELECOMMUNICATION USAGE
15. Terminal activities for online applications, remote reading and remote printing will be charged for network services.
16. Please inquire for details on other telecommunication services.

SUPPORT SERVICES
17. Support Services are chargeable when they are dedicated to specific users. The policy of charging on a fee-for-service basis will be applied whenever appropriate. If computer resources are involved in providing such service, charges will be assigned to the customer's account.
18. Examples of Consulting Services:
    - Database design
    - Voice, data network design
    - Acquisition consulting
    - System implementation and tuning
    - Hardware/software evaluation
19. Examples of Operator Services:
    - Tape submission, initialization, cleaning, removal
    - Bursting, binding, trimming, decollating
    - Dataset migration to archives
    - Archived datasets restoring
    - Periodic production scheduling and running
    - JCL set up for production jobs
    - Ad hoc run requests
20. Operator intervention refers to operator actions triggered by program requests in the running of a job. Examples are tape mounts, form mounts, operator replies.

APPENDIX B. ISB SERVICE RATES SHEDUDE

Recovery Rates (per hr)

Position	Level	85/86	/86/87	87/88	88/89	89/90	90/91	91/92
Manager	AM21	N/A	N/A	N/A	N/A	N/A	N/A	
Secretary	OAG8	N/A	N/A	N/A	N/A	N/A	N/A	
Section Head	PM19	52	51	52	54	56	58	
Section Head	AM19	52	51	52	54	56	58	
Senior Analyst	SO5	52	42	42	44	51	58	
Senior Analyst	SO4	41	31	32	33	38	43	
Analyst	SO3	41	31	32	33	36	38	
Analyst/ Programmer	SO2	35	24	25	26	29	32	
Programmer	SO1	35	24	25	26	26	28	
Student	Grad.	16	15	16	18	20	25	
Student	Undgd	16	15	16	16	17	20	
Consultant		Fee + $7.50		Actual Fees since 1986/87				

NOTES (1) Prior to 1986/87, rates included recovery for some DOE and other administrative overheats. Accordingly 1986/87 is used as the base year for comparative purposes.

(2) 1989/90 rate change includes the addition of recovery for about half of the cost of salary of development office Managers and Secretaries.

Concerns relating to information and computer security should be
addressed to the Data Security Coordinator in CSB (R. Muelli, CSB
Administrative Office, 2nd Floor, West Tower, Downsview - 235-4881).

A seperate manual addressing Data Security is being produced in stages.

To date the following sections have been produced in preliminary form and
distributed:
    Guidelines for Contingency Planning and Data Backup (1986).
    Guidelines for Microcomputer Security (1988).
    (this includes a chapter on Data Integrity in End User Computing.)
For copies contact the Data Security Coordinator.

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1. TABLE OF CONTENTS

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2. THE CLIENT SUPPORT CENTRE

The Client Support Centre, part of the Client Support
Office, is available to MTO staff who wish to increase
their use and knowledge of microcomputers. The Centre
currently has Macintosh and IBM compatible microcomputers,
several printers and a plotter, all of which are available
for use by MTO staff. Centre staff are available to help
if needed and answer questions on mainframe or
microcomputer products and applications.

3. USE OF THE CENTRE

The Centre is open from 8:00 am to 5:00 pm Monday to
Friday. Equipment can be reserved by phoning 235-4380 ....
or you may just drop in.

Note: A MTO - Micro newsletter is issued regularly to keep all
clients informed on the latest developments, activities,
and products and the services offered by the Centre.

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1.   TABLE OF CONTENTS

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2.   ACQUISITION OF MICROCOMPUTER EQUIPMENT AND SOFTWARE

Ministry Directive A-44 (1988 02 04) contains the policy on this subject. The
following are the steps to take, in accordance with that policy, to acquire
microcomputer equipment and software:

1. Start a business case by documenting your problem, outlining the
    alternative solutions, and detailing the requirements of any equipment
    and/or software that you propose to acquire.

2. Determine the appropriate equipment/software, consulting the Ministry's
    Microcomputer Catalogue (to be published about June 1988). Assistance is
    available from CSB's Client Support Office (235-4380) or your Regional
    computer support staff.

3. For any items that you require that appear in the catalogue, fill in a
    Microcomputer Order Form (available from CSO). Put items that aren't in
    the catalogue on a Purchase Requisition. Again, help is available from the
    Client Support Office.

4. If the total value of the order exceeds $5,000, submit the Requirements
    document (Step 1 above) and the Microcomputer Order Forms/Purchase
    Requisition to Client Support Office for CSB,s signed agreement that the
    proposal is technically feasible and reasonable.

5. Prepare an implementation plan (including training) and complete the
    business case for the acquisition (you will at this point know the exact or
    approximate costs of the hardware/software.
    All other costs (e.g. training, application development) over a 3 year
    planning horizon must be included. Have the business case approved by your
    Cost Centre Manager **or, if the equipment/software is either "non standard"
    or over $50,000 in value, by a more senior executive** - See Ministry
    Directive A-44 (Feb. 4/88), page 11.
    Note that there is a space on the Microcomputer Order Forms for a signature
    of approval.

6. Submit the approved Microcomputer Order Forms and /or Purchase Requisitions
    to the General Purchasing Section, Downsview, who will effect the
    purchase. Note that Purchasing requires that Microcomputer Order Forms be
    submitted attached to a Purchase *requisition.

7. Upon receipt of the goods, inspect them and report anything missing or
    damaged to Purchasing.

8. Upon receipt of invoice, write all serial numbers and version numbers of
    products on a copy of the invoice (if they aren't already on it) and
    forward it to "CSB Microcomputer Inventory" c/o PTSO, CSB. Forward the
    original copy of the invoice (after signing for approval for payment if all
    goods were received in good repair) to Wally Slater, CSB.

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3. ACQUISITION OF MAINFRAME RELATED EQUIPMENT

This function is performed in Planning and Technical Support Office. Please
call the Office Manager for further information.

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1. TABLE OF CONTENTS

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2.   NAMING CONVENTIONS

2.01 MAINFRAME COMPUTER DATA SETS

PURPOSE: A Standard Naming Convention is required for:
                     . Billing computer services charges.
                     . Ease of identification of data set owners.
                     . RACF security of data.

POLICY: Non - standard data sets are deleted from the system.

STANDARD NAMING CONVENTION

1. First segment of the data set name consists of the first
   four characters of the USERID, followed by a period.
   e.g.: If your USERID was TCDSAR this segment would be
   TCDS

2. Second segment of the data set name should be meaningful
   to your Branch.
   e.g.: 1) TCDS.RB - BRIDGE SECTION
         2) TCDS.HY - HYDROLOGY SECTION
         3) TCDS.ST - STRUCTURE SECTION.

3. Other segments of the data set name are assigned by each
   data set owner and are governed by the IBM data set
   naming convention rules as follows:
   - Maximum number of characters per segment = 8.
   - Valid characters:
             alphabetic   A - Z
             numeric   1 - 9
             national   @ # $
   - First character cannot be numeric.

   This user supplied name should be as meaningful as
   possible for the proper identification of the data set
   by the Cost Centre Manager of the prefix.

4. The last segment of the data set name is to be the data
   set type, as follows:

     DATA   = IBM card images for input data
     TEXT   = Word processing text e.g.: letters, reports
     CNTL   = JCL procedures
     CLIST   = TSO procedures
     FORT   = Fortran program source code
     PLI   = PLI program source code
   etc.

A complete data set name example is:

TCDS.BR.BR00470.HWY401.BR12.DATA

```
                              User supplied name  Data
                                 max. 31 char.    Set
                                                  Type
        <------------------------------->
```

NOTE: An option would be, the first segment being the Client ID,
followed by the standard naming convention segments listed in points
3 and 4 above.

CLIENT'S ACTION   Rename all invalid data set names using the
                                 data set naming convention rules given above.

A more extensive standard for naming mainframe datasets is being
developed for the introduction of a new release of RACF.

2.02 BATCH JOBS

PURPOSE: A Standard Naming Convention is required for:
                              - Billing computer service charges.
                              - Ease of identification of data set owners.

POLICY: Batch jobs using cancelled Work Request numbers are charged to the
          requesting Branch. It will show on your invoice as a 000000 work
          request number.

STANDARD NAMING   Batch job names can be up to 8 characters in
CONVENTION: length.

                                 Recommendation for Production Jobs:
                                 1st two characters application identifiers
                                         e.g. BR = Bridge
                                 Remaining characters to be a meaningful name
                                 for the job.

                                 Other Batch Jobs:
                                 To simplify browsing output online, with ISPF
                                 or SDSF, the following naming convention can
                                 be used. The first 6 or 7 characters of your
                                 USERID, plus 1 or 2 characters for job
                                 identification.
                                 Example: for userid TCEGDE - job name =
                                 TCEGDEX2

Job name can also be used to monitor project costs.

Throughout this manual various abbreviations and terms are used. These are
listed below with their full meaning.

BATCH   - Normally jobs submitted on TSO using data sets as input
                            and subject to queuing with other jobs for completion
                            and with output coming out at a specified printer.

BENCHMARK   - Test examples of critical system functions to be
TEST EXAMPLES   performed for each major production task.

BIN NO.   - Applicable only to the Downsview Computing Centre.
                            Bins are located at the DCC counter in the East Bldg.
                            and are used for collection and distribution of printed
                            output. If in doubt about your bin number contact MGS -
                            Mr. H. Nowak, 235 - 4579.

CLIST   - Control procedure stored on line for the purpose of
                            execution of TSO jobs.

CONSULTANT   - Required by Structural Office, it is a 3 digit number
CODE   extracted from the Location Code No. (3rd, 4th and 5th
                            digits).

CSB   - Computer Systems Branch.

CSO   - Client Support Office of CSB.

CSPL   - Computer Systems Production Library

CTS   - Computer and Telecommunications Services of the Ministry
                            of Government Services.

DATA SET   - Information stored in a machine readable form on disk,
                            tape or in IBM card images.

DBAO   - Data Base Administration Office of CSB.

DCC   - Downsview Computing Centre (Toronto Production Centre).

DE SUPERVISOR   - Data Entry Supervisor.

DP   - Data Processing.

HARDWARE   - Computer equipment and attachments.

LOCATION CODE   - This is the number assigned to an office for monthly
                         charge back of CSB services used. It is a 10 digit
                         number composed as follows:

                              06 025 3322 0

                          06 Ministry or consultant.
                         025 MTO Geographic Location (Base) for H.O. or regions.
                        3322 Cost centre number (MTC offices only).
                           0 Continuation field.

MGS   - Ministry of Government Services.

MISO   - Management Information Systems Office of CSB.

MTO   - Ministry of Transportation.

OMS   - Operations Management System.

PASSWORD   - Up to 8 alphanumeric characters assigned to each TSO
                         user to control use of USERID.
                         Password can be changed by the user at any time to
                         assure security.

PROCEDURE   - JCL stored on line for the purpose of execution of batch
                         jobs.

PROGRAM   - A load module in the production library.

PROGRAM NO.   - A computer program is a series of instructions or
                         statements in a form understood by a computer, prepared
                         in order to carry out a predetermined process. Each
                         program is identified by a standard 7 character name
                         according to the following convention:

                              2 character alphabetic application code
                              3 digit system number
                              2 digit program number

                           e.g. TR02504

PTSO   - Planning and Technical Support Office of CSB.

QPCC   - Queen's Park Computing Centre (Toronto Development
                        Centre).

RACF   - Resources Access Control Facility, which is an IBM
                        access control method used to enhance computer data
                        security.

ROUTINE   - Independent source code accessed by a call, or any other
                        way by the program.
                        A Fortran subroutine or function.
                        A PL1 external module function.

SCS OFFICER   - System Custodian and Security Officer.

SOFTWARE   - Computer programs.

SYSTEM NO.   - A computer system is an organized collection of manual
                        processes, computer programs, equipment, and procedures
                        required to accomplish a set of specific functions. It
                        is a 3 digit number assigned by CSB for ease in system
                        and program identification and cataloguing.

TDC   - Toronto Development Centre.

TPC   - Toronto Production Centre.

TSO   - Transportation Systems Office of CSB.

TSO   - On line real time use of the computer (IBM time sharing
                        option).

USERID   - 6 alphabetic characters that identify the TSO user to
                        the system, composed as follows:

                              . First 4 characters = account code prefix.
                              . Last 2 characters = user identification

WA   - A work assignment, issued internally within CSB, for
                        work associated with development Work Requests.

WORD PROCESSING   - Entering written text in computerized form which allows
                        easy formatting, editing and printout.

WORK REQUEST   - A number, YYNNNN, assigned to each Work Request
NUMBER   (ADM-F-901, PC180) for CSB services.

Your views about this publication will help us to improve its
usefulness. Please send any comments you may have to:

Manager,
Planning and Technical Support Office
Computer Systems Branch
East Building
1201 Wilson Avenue
Downsview Ontario
M3M1J8

Please enter your address below if you wish a reply: